

Nagoya Living Guide

名古屋生活ガイド

This guidebook provides helpful information for daily life to foreign residents living in Nagova for the first time. Please keep this guide handy and refer to it whenever you need help.

Nagoya Living Guide is also available online.



Information and Consultations in Foreign Languages

Please feel free to contact us if you have a problem or a question about living in Japan.

111 052-581-0100 Nagoya International Center (NIC) https://www.nic-nagoya.or.jp

See p.3

	Tue	Wed	Thu	Fri	Sat	Sun
E English	9:00 - 19:00					
P Portugueses Português	10:00 - 12:00					
S Spanish Español	13:00 - 17:00					
C Chinese 中 文	13:00 - 17:00					
Korean 한국/조선어			13:00		12.00	17.00
F Filipino Filipino			17:00		13:00 - 17:00	
V Vietnamese Tiếng Việt		13 <u>:</u> 00 17:00	13:00 17:00			
Nepali नेपाली भाषा	13 <u>:</u> 00 17 <u>:</u> 00					

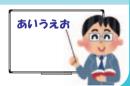
Nagoya Japanese Language Classroom List

A list of Japanese language classrooms in Nagoya City, where you can study Japanese for free or a minimal fee!

closed : Mon

https://www.nic-nagoya.or.jp/en/living in nagoya/ living information/living_information/2019/09201200.html





Emergency Contacts

III 1 1 0 (free)

Theft, crimes. traffic accidents, etc.





119 (free)

Fires, emergencies (sudden illness or injury), etc.







Information on Hospitals Offering Services in Foreign Languages

III 050-5810-5884 **Aichi Emergency Treatment Information Center**



We offer automatic voice and fax services for medical information

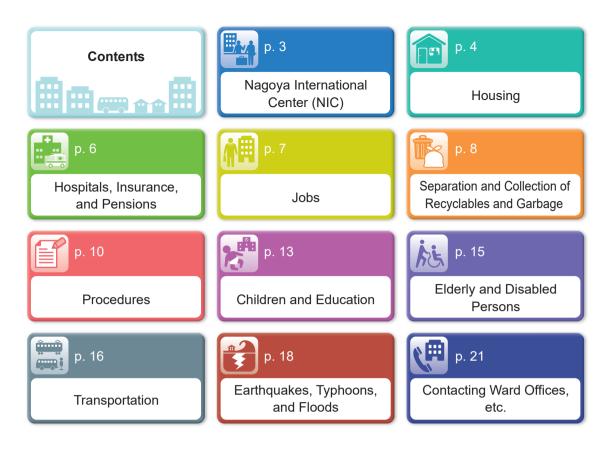
Search >

See p.6, 23 E C K P

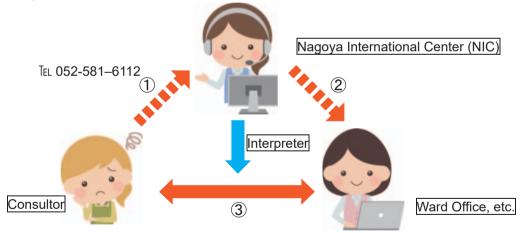




Aichi Medical Information System



☐ If contact information is not listed in your language, support is only available in Japanese. If you need an interpreter, please use Nagoya International Center's Trio-Phone (3-way multilingual conference call) service.



- ☐ If you are calling from a land-line phone in Nagoya, you can remove Nagoya area code "052".
- ☐ Days on which inquiries cannot be made are marked Closed.
- ☐ Toll-free numbers begin with "0120".
- Pamphlets introduced in this Guide are available for download on the City of Nagoya's official multilingual website. QR Code:



Nagoya International Center (NIC)





NIC offers information services and an exchange plaza for foreign residents, in addition to exchange programs with Japanese residents and Japanese language classes. If you ever have an inquiry or problem, please utilize these services. (See the front cover)



Open:9:00-19:00

https://www.nic-nagoya.or.jp

NIC NAGOYA

Search

Closed: Mondays, Dec. 29-Jan. 3, the second Sunday in February and August

47-1, Nagono 1-chome, Nakamura-ku, 450-0001 Kokusai Center Sta., Subway Sakura-dori Line

Consultations

Consultations are free. Appointments required except for Civic Advisory Service.

	Languages	Hour for Consultation
Civic Advisory Service Tel 052-581-0100	E P S C K F V N	Tue. to Sun. 10:00 - 12:00, 13:00 - 17:00 Day and time depends on language
Gyoseishoshi Consultations Tel 052-581-0100	E P S C K F V N	Wed. and Sun. 13:00 - 17:00 Day and time depends on language
Legal Consultation Tel 052-581-6111	E P S C	Sat. 10:00 - 12:30
Personal Counselling Tel 052-581-0100	E P S C	Date fixed with appointment
Educational Counseling Services Tel. 052-581-0100	Please contact for service in foreign languages.	Wed., Fri. and Sun. 10:00 - 17:00
Tax Consultation Tel 052-581-0100	E P S C	February through March

NIC also offers peer support groups for community building, health consultations, etc.

■Information Magazine: NAGOYA CALENDAR

(*Calendário de Nagoya 🕑 , 名古屋信息月历 😮 also available as downloads via the NIC website)

■NIC NEWS (Japanese)

Distributed at ward offices, subway stations, tourist information centers, etc.





Privately-owned Housing

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ARCHARAS.
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Information	-The most general method of searching for housing is through a real estate agentInformation on rental housing is also available at Nagoya International CenterYour workplace or university may also provide informationPrivate housing consultations are available at the Housing Consultation Corner at the <i>Sumai no Madoguchi Sakae</i> Service Center (reservations: 052-242-4555).
Guarantor	-You may be asked to secure a joint guarantor, emergency contact person, etc.
Payment	-Most housing contracts include payment of <i>reikin</i> (key money), and <i>shikikin</i> (a security deposit), agent charge and residence insurance feeThere is usually a service fee (for common-area heating, lighting and cleaning) in addition to monthly rent.

Public Housing



Contact Contents Sumai no Madoguchi office, Hours: 10:00 - 19:00 Sakae Service Center Closed: Every Thu., the second and fourth Wed. Municipal Housing/Municipal of every month, and Dec. 29 - Jan. 3. Public Housing Municipal housing, prefectural housing and Tel 052-264-4682 UR rental housing is available. Prefectural Housing/ Conditions, including income level and Prefectural Public Housing household situation, apply for all public housing. Application forms for municipal housing Tel 052-259-2672 (general applications) are distributed UR Housing at ward and branch offices. Tel 052-264-4711 (4 times per year: May, August, Place: Sakae-Mori Underground November, February) **Shopping Center**

Water

Nagova City Water



Nagoya City Waterworks &		
Sewerage Bureau, Customer		
Service Center		
Tri 052-884-5959		

near Sakae Sta. Exit 14

Hours: (Weekdays) 8:00-19:00 (Weekends & Holidays) 8:00-17:15



Electricity / Gas You can apply to either electricity or gas companies to use electricity or gas.

Chubu Flectric Power Grid Search





Electric Fower Grid Search
Contact
Tel 0120-929-308
Tel 0120-929-309
Tel 0120-929-479
Tel 0120-929-265
Tel 0120-929-116
Tel 0120-929-467

User's Area	Contact
Chikusa-ku, Naka-ku, Higashi-ku, Nakamura-ku (East of JR Tōkaidō Line)	Tel 0120-929-113
Midori-ku, Minami-ku	Tel 0120-929-476

Toho Gas



User's Area	Contact
Chikusa-ku, Showa-ku, Meito-ku, Tempaku-ku	Tel 052-781-6131
Kita-ku, Higashi-ku, Moriyama-ku	Tel 052-902-1111
Naka-ku, Minato-ku, Nakagawa-ku, Nakamura-ku, Nishi-ku, Mizuho-ku, Minami-ku, Atsuta-ku, Midori-ku	Tel 052-821-7141

- -Follow the automated directions and select the appropriate number for your inquiry.
- -Each inquiry will be directed to the appropriate customer service center.
- -When calling IP phones or overseas, please call 052-889-2828.

Telephone Services

Tel 0120-064337

NTT West



NTT West, Foreign Language Information Center E C K P





Service hours: 9:00-17:00

Closed: Sat., Sun., nat. holidays, Dec. 29-Jan. 3



Mobile Phone

NTT docomo E C P S		Hours: 9:00-20:00 (7 days a week)
	Tel 0120-005-250	NTTdocomo Search E
au (KDDI)	E Tel 0120-959-472	Hours: 9:00-20:00 (7 days a week)
	P Tel 0120-959-473	au Search E
	C TEL 0120-959-476	
	K Tel 0120-959-478	
	F Tel 0120-933-952	
	V TEL 0120-933-961	
Softbank	E Tel 0800-919-0157	Hours: 9:00-20:00 (7 days a week)
		Softbank Search E

Mail

Japan Post





Japan Post **Customer Service**

TEL 0570-046-111

Hours: 8:00-21:00 (weekdays)

9:00-21:00 (Sat., Sun., nat. holidays)

If you submit a change of residence form to a post office when moving, mail addressed to your previous residence will be forwarded to your new address free of charge for one year from the day you submit a change of address form.

Chonai-kai / Jichi-kai (Neighborhood Association)

Ward Office	Membership is not mandatory, but provides opportunities for increased
	interaction with your neighbors.
	To become a member of your neighborhood association, consult your
	community's <i>Chonai-kai</i> or <i>Jichi-kai</i> president (<i>kaicho</i>). To find out who
	your neighborhood <i>kaicho</i> is, please ask at your ward office.



Hospitals, Insurance, and Pensions でょういん ほけん ねんきん 病院・保険・年金







Information about medical institutions (for Holiday Emergency Clinics, etc. see p.23)

Contact	Content	
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Aichi Emergency Treatment	24-hour service	
Information Center	ALLINA II LI C O	Carrata
Automatic voice and fax service for	Aichi Medical Information System	Search
medical information	F O W B	
ECKPS	E C K P	
Tel 050-5810-5884		
Japanese		
Tel 052-263-1133		

Information about medical institutions with foreign language-speaking doctors

Contact	Content
Nagoya International Center	Hours: 9:00-19:00 (depending on language)
ECKPSFVN	Closed: Mondays, Dec. 29-Jan. 3, the second Sunday
Tel 052-581-0100	in February and August

// Information about Medical Institutions with Medical Interpretations System

Contact	Content
Aichi Medical Interpretation System Operation Office TEL 050-5814-7263	Hours: 9:00-17:30 (weekdays) Aichi Medical Interpretations System Search E C P S F

National Health Insurance

Contact	act Content		
health more to the control of the co	rsons under the age of 75 who are not covered by insurance at work and expect to stay in Japan for han 3 months: ance fees are charged according to your yment income and must be paid. Ent your Insurance Certificate at a hospital to be able sive treatment and bear only a portion of the total cost. For details, see the pamphlet: of Nagoya National Health Insurance Program of C K P S F V N		

// National Pension

Contact	Content
Ward offices or branch offices	For self-employed individuals and students over the age of 20 and under the age of 60: -All must pay the same insurance fee regardless of income. -If you are in a position where paying a premium is difficult or are a student, you can apply for the pension premium exemption system.

Contact	Content	
Japan Pension Service or Pension Office Tel 0570-05-1165	If you have paid at least six months worth of National Pension premiums, you are eligible to receive a lump-sum withdrawal payment after making a request within two years of leaving Japan.	

// Nursing Care Insurance

Contact	Content	
Ward offices or branch offices	For persons aged 40 and over staying in Japan for more than 3 months: -Nursing Care Insurance fees are calculated according to income and must be paid. (Payment is received together with medical insurance from persons aged 40 to 64.) -Persons aged 65 and over are eligible to use nursing care and support services if needed. (Persons aged 40 to 64 with any of 16 types of age-related illness are eligible to use nursing care and support services if needed.) -Certification of Needed Long-Term Care is required before nursing care services can be used. -Users bear 10%, 20% or 30% of the costs incurred. -For details, see the pamphlet: "Nursing Care Insurance System" © © K P	





// Employment Consultations and Information

Contact	Content	
Employment Service Center for Foreigners E C P S F *	Hours: 9:15-12:00, 13:00-17:15 (weekdays) * F (Wed. to Fri.)	
Tel 052-855-3770	Nagoya Employment Foreigner Search E C P S	

// Labor Issues

Contact	Content
Aichi Labour Bureau, Advisor for Foreign Workers E P TEL 052-972-0253	Hours: E: 9:30-12:00, 13:00-16:00, Tue. & Thu. P: 9:30-12:00, 13:00-16:00, Tue. to Fri. Aichi Labour Bureau Search E
	Aichi Labour Bureau Search



Separation and Collection of Recyclables and Garbage 資源・ごみの分け方・出し方



- Separate recyclables and garbage into the appropriate category, and place in the appropriate designated bag before disposal.
- Put out recyclables and garbage by 8:00 (7:00 in Naka Ward) on the morning of the collection day.
- Collection also takes place on national holidays (except for the end-of-year / New Year period).
- Designated bags are sold at supermarkets, convenience stores, etc.
- A "Guide to Sorting Recyclables and Garbage in Nagoya"
 - E C K P S F V N is available at environmental affairs offices at ward offices.
- *For details, see the official City of Nagoya website and separation app. →



Sorting Category	Main Items	Collection Days	Designated Garbage Bag
Burnable Garbage	-Kitchen garbage -Leather -Grass, twigs -Disposal diapers -Rubber -Textile products -Tissues -Plastic *Items over 30cm square are Large-Sized Garbage	Twice a week	S S S
Hazardous Flammable Items	-Spray cans *Piercing not required -Disposable lighters -Solid fuel (canned) -Lithium batteries (non-rechargeable)		CAMPACH (MANA) CAMPACH CAMPAC
Non-Burnable Garbage	-Glass and pottery waste -Umbrellas -Dry batteries -Small metals *Items over 30cm square are Large-Sized Garbage	Once a month	100 100 100 100 100 100 100 100 100 100
Large-Sized Garbage (fee required)	Items over 30cm square such as appliances and furniture Application required (Up to seven days before the collection day) Tel 0120-758-530 From mobile phones/outside Aichi Tel 052-950-2581	Once a month	
Plastic Containers and Packaging	Product containers or packaging, made of plastic, used by manufacturers or retailersBottles (excluding PET bottles) -Cups -Food packaging -Plastic bags -Plastic wrap -Nets -Lids, labels -Cushioning		第二条件 (日本日本 日本日本 日本日本日本日本日本日本日本日本日本日本日本日本日本日本
Paper Containers and Packaging	Product containers or packaging, made of paper, used by manufacturers or retailersPaper boxes -Paper bags -Lids -Cups -Wrapping paper	Once a week	SARABLE INSES STREET SAR STREET STREET SAR STREET



Sorting Category	Main Items	Collection Days	Designated Garbage Bag		
Plastic Bottles	PET bottles for drinks, sake, mirin (sweet cooking sake), soy sauce, seasoning, vinegar, etc. (These items can also be recycled at supermarkets, ward offices, etc.) *Remove lid and label before disposal		CARRETT CARRY THE CAR		
Empty Glass Jars and Bottles	Empty food, drink, and cosmetics bottles Put them in the blue collection box where recyclables are collected.				
Empty Cans	Empty food and drink cans [Areas except Nakagawa Ward and Minato Ward] Put in a designated bag for recyclables. [Nakagawa Ward and Minato Ward] Put in the yellow collection box where recyclables are collected.	Once a week	[Areas except Nakagawa Ward and Minato Ward] ** [Nakagawa Ward, Minato Ward]		
Paper Cartons	Paper cartons for drinks with a white inside (i.e. milk cartons) Put them in the collection box at supermarkets or ward offices.				
Fluorescent Tubes and Mercury Thermometers	[Fluorescent Tubes] Please take to Environmental Affairs Offices in each ward or fluorescent tube recycling cooperating retailers (electrical goods retailers, home improvement retailers, etc.) for disposal. [Mercury Thermometers] Please take to Environmental Affairs Offices in each ward.				
Compact Appliances, Cooking Oil	Compact Appliances: Small electrical appliances of dimensions less than 15 cm high x 40cm wide x 25cm long. Cooking Oil: Place used tempura oil in a 500ml PET bottle for disposal. These items are collected at large supermarkets, etc. Inquiries: Recycling Promotion Office, Environmental Affairs Bureau Tel 052-972-2379				
Newspaper / Magazines / Cardboard / Used Clothes	Use the local resource collection system, recycling centers, and used paper recycling centers in the community. Inquiries: Waste Reduction Promotion Office, Environmental Affairs Bureau Tel 052-972-2398				

Inquiries: Operations Division, Environmental Affairs Bureau Tel 052-972-2394

- ★Currently, transparent or translucent bags can be used instead of designated bags for recyclables
- ◆The City does not collect these 4 items: air conditioners, televisions, refrigerators, washing machines / clothes driers. Please request disposal from an electrical goods retailer or take the appliance to a designated collection point yourself.







Move-in procedures (for moving from outside	of Japa	an to Nagoya for the first time)	
Residence registration			
Seal (inkan) registration			
Health insurance, pension and nursing care	nce registration		
Medical subsidies for children, child allowar	nce	1100	
School enrollment procedures			
Bank account opening procedures			
Notifications to water, gas, electricity, teleph	none se	rvices	
case refer to the Ministry of Foreign Affairs	' "Guide	to Living in Japan" for more information.	
Guide to living in Japan - Ministry of Foreign	Affairs	of Japan Search	
Marriage	■ C	hildbirth	
Marriage registration			
Residence registration		days) and maternity and child health handbook	
Registrations regarding seals (inkan)		Notification of birth	
Registrations regarding health insurance,		(Hoken Senta [Health Center])	
 pensions		Lump-sum birth allowance	
Update driver's license (for name, address change)		Health insurance	
Registration with Immigration Bureau	□ Child Medical Fee Subsidy		
		Child allowance	
		Application to Immigration Bureau (within 30 days)	
Divorce		Death	
Divorce registration		Death registration (within 7 days)	
Residence registration		Health insurance, pension and nursing care insurance registration	
Seal (inkan) registration		Various allowances and handbooks	
Registrations regarding health insurance, pensions		Procedures for medical benefits	
Update driver's license (for name, address change)		Notifications to water, gas, electricity, bank, telephone services	
Registration with Immigration Bureau		Return resident card (within 14 days to Immigration Bureau)	

Procedure	Contact	Content	
Moving to and from a Different Area	Ward offices or branch offices	You must submit a notice of moving out to the local government office of your previous place of residence before moving (the notice of moving out is unnecessary when moving within Nagoya) and submit a notice of moving to the office that handles residency at your new location within 14 days.	
Marriage Registration	Ward offices or branch offices	Procedure may differ by nationality. If your status of residence is "Spouse of Japanese National," "Spouse of Permanent	
Divorce Registration	Ward offices or branch offices	Resident" or "Dependent," you must submit a notice of divorce to Immigration Bureau.	
Registration of Birth	Ward offices or branch offices	See p.13	
Death Registration	Ward offices or branch offices	Registration of death must be submitted within seven days of acknowledgment of death. The deceased's resident card must be returned to the Immigration Bureau within 14 days.	
Registration of Seal (inkan or hanko)	Ward offices or branch offices	In Japan, seals printing your given name and/or family name are used as the equivalent of signatures in other countries. Seals that are registered with the local municipal authority are called <i>jitsuin</i> . Any transactions in which a <i>jitsuin</i> and its registration certificate (used to verify the authenticity of the <i>jitsuin</i>) are used is considered legally binding.	
Municipal and Prefectural Residents Tax	Sakae Municipal Tax Office (Residents of Chikusa-ku, Higashi-ku, Kita-ku, Naka-ku, Moriyama-ku and Meito-ku) Tel 052-959-3303 Sasashima Municipal Tax Office	-If a foreign resident has an address within Japan as of January 1st of a particular year (the base date for assessment), then he or she must pay residence tax to the municipality in which he or she resides as of January 1st for the income received from January to December of the previous yearResidence tax, a local tax levied separately	
	(Residents of Nishi-ku, Nakamura-ku, Nakagawa-ku, Minato-ku) Tel 052-588-8004	from national income tax, is divided into municipal residence tax and prefectural residence tax. -The amount of residence tax is determined by	
	Kanayama Municipal Tax Office (Residents of Showa-ku, Mizuho-ku, Atsuta-ku, Minami-ku, Midori-ku, Tempaku-ku) TEL 052-324-9804	income, number of dependents, and other factors For more details, see the pamphlet: "Guide to Japanese Personal Taxes" E "To Foreign Residents: Payment of Municipal and Prefectural Resident Tax" E C K P S	



Procedure	Contact	Co	ontent
Notification of Issue on Tax Registration	Residents from countries with tax agreements with Japan may be eligible for a tax exemption.		
Convention	Nagoya-Naka National Taxation Office (Residents of Naka-ku) Tel 052-962-3131	Nagoya-Higashi National Taxation Office (Residents of Higashi Ward) TEL 052-971-8665	Chikusa National Taxation Office (Residents of Chikusa-ku, Meito-ku) Tel 052-721-4181
	Nagoya-Kita National Taxation Office (Residents of Kita-ku, Moriyama-ku) TEL 052-911-2471	Nagoya-Nishi National Taxation Office (Residents of Nishi-ku) Tel 052-521-8251	Nagoya-Nakamura National Taxation Office (Residents of Nakamura-ku) TEL 052-451-1441
	Showa National Taxation Office (Residents of Showa-ku, Mizuho-ku, Tempaku-ku) Tel 052-881-8171	Atsuta National Taxation Office (Residents of Atsuta-ku, Minami-ku, Midori-ku) Tel 052-881-1541	Nakagawa National Taxation Office (Residents of Nakagawa-ku, Minato-ku) Tel 052-321-1511
International Driver's License and Overseas (home country) License *As confirmation of entry and departure is required when driving, please carry your passport or other record of entry and departure.	Driver's License Division (Aichi Prefectural Police) TEL 052-951-1611 *Due to rebuilding, parking is not available at the Driver's License Division or Driver's License Testing Center. Rebuilding is scheduled for completion in spring 2021.	TEL 052-881-1541 ■ Drivers with either of the following licenses can drive in Japan: 1) International driver's license under the Geneva Convention 2) A foreign license (Switzerland, Germany, France, Belgium, Taiwan, Republic of Slovenia, Principality of Monaco, Republic of Estonia) (*A Japanese translation by the license-issuing body, embassy or consulate in Japan, Taiwan—Japan Relations Association, or the Japan Automobile Federation (JAF) must be attached.) ■ Permitted period of driving in Japan: The period up to one year from the date of entry to Japan that is also before the license expiry date. (If persons recorded in the Basic Resident Register leave Japan with departure or re-entry permits and are returning to your home country within 3 months of initial entry to Japan, the period is calculated from the initial entry date.	
Japanese Driver's License	Driver's License Testing Center TEL 052-800-1352 *Due to rebuilding, parking is not available at the Driver's License Division or Driver's License Testing Center. Rebuilding is scheduled for completion in spring 2021.		









/ When you get pregnant

Procedure	Contact	Content	
Notification of Pregnancy	Hoken Senta (Health Center)	You will receive a <i>Boshi Kenko Techo</i> (Maternal and Child Health Handbook) to record the health condition of mother and child. The booklet comes with medical consultation forms, etc. for pregnancy and nursing	
		checkups and infant health checks.	

// When a child is born

Procedure	Contact	Content	
Registration of Birth	Ward offices or branch offices	You must submit a registration of birth within 14 days from the date of birth. Take the <i>Boshi Kenko Techo</i> (Maternal and Child Health Handbook) with you to your ward or branch office. If you wish to reside in Japan for more than 60 days, you must apply for a status of residence within 30 days of birth.	
Notification of Birth	Hoken Senta (Health Center)	Please submit a notification via the postcard attached to the booklet you receive with the <i>Boshi Kenko Techo</i> (Maternal and Child Health Handbook).	
Lump-sum Birth Allowance	Ward offices or branch offices	If you have National Health Insurance, you can receive 420,000 yen for giving birth.	
National Health Insurance (See p.6)	Ward offices or branch offices	If you are covered by National Health Insurance you must enroll your child within 14 days from the date of birth.	
Child Medical Fee Subsidy	Ward offices or branch offices	Hospital visits: subsidized for children aged 0 up 3 rd year of junior high school Hospital admission: subsidized for children age 0 up to 18 years old	
Child Allowance	Ward offices or branch offices	For those raising infants and children up to the 3r year of junior high school: You must complete the application procedure withir 15 days from the day after birth to receive the allowance. You must report the present situation every June.	
Vaccinations	Hoken Senta (Health Center)	Vaccinations are administered at hospitals. Please bring your <i>Boshi Kenko Techo</i> (Maternal and Child Health Handbook) on the day of vaccination.	
Nursery Schools	Ward offices or branch offices	For infants and children until they start elementary school: Nursery schools are childcare facilities that take care of children whose parent(s) or guardian(s) is (are) unable to take care of them due to employment or other reasons.	

Procedure	Contact	Content		
Municipal Kindergartens	The desired kindergarten, or the Teaching Personnel Division	For children over the age of 3 who haven't yet started elementary school.		
	of Nagoya City Board of Education Tel 052-972-3243			

// Education for Children

Procedure	Contact	Content
Municipal Elementary Schools / Municipal Junior High Schools	Ward offices or branch offices	To attend municipal elementary and junior high schools, enrolment is required at ward offices or ward branch offices. 6 years of elementary school (for 6 to 12 years old) 3 years of junior high school (for 12 to 15 years old) The school year begins in April and ends in March of the following year.
Consultation on Japanese Language Instruction	Japanese Language Education Consultation Center C P S F K* Tel 052-961-0418	Consultation on having an advisor at school for a student who needs Japanese language instruction and assistance getting accustomed to school life or their studies. Hours: 13:00-16:00 (weekdays) * Please check the language service schedule. Korean language service offered only once a week.
Twilight School /Twilight Room	After- School Project Promotion Office, Child & Youth Affairs Bureau Tel 052-972-3229	Children can to play freely with friends from different grades after class at elementary school. For 1st to 6th grade children. Mon. – Sat. (not available on national holidays or end of year / New Year period) Hours: School days: end of class to 18:00 (Twilight Room available until 19:00) Sat.: 9:00 – 18:00 (Twilight Room available 9:00 – 18:00) Weekdays during vacation period: 9:00 – 18:00 (Twilight Room available 9:00 – 18:00) Fee: free (insurance fee required) *Fee applies for Twilight Room use after 17:00.
Programs for the Healthy Development of Children at Home Alone (Childcare for Schoolchildren)	Ward offices	Facilities open to children when neither parent is at home after school due to work. For 1st to 6th grade children. Mon. – Sat. (not available on national holidays or end of year / New Year period) Hours: varies according to facility Fee: varies according to facility







Procedure	Contact	Content	
Medical Care System for the Elderly (aged 75 and older)	Ward offices or branch offices	For those 75 and above wishing to reside in Japan for more than 3 months, or those 65–74 with a specific disability: -Insurance fee is charged according to your employment income and must be paidIf you present your Insurance Certificate to the hospital, you will receive medical care benefits.	
Senior Citizens' Handbook	Ward offices or branch offices	For those aged 65 and older: The Senior Citizens' Handbook allows for a reduced rate entrance to the Higashiyama Zoo & Botanical Gardens, Nagoya Castle, and other facilities.	
Senior Citizens' Pass	Ward offices or branch offices	For those aged 65 and older: The Senior Citizens' Pass enables the holder to travel for free on Nagoya City subways, buses, the Nagoya Sightseeing Route Bus Me~guru, Yutorito Line, Aonami Line and Kamiiida Line. A fee is required to issue the Senior Citizens' Pass. *Apply before taking the subway to travel on the Kamiiida Line; fare will be refunded later.	
Physically Disabled Persons' Handbook, Protection Handbook, Mentally Disabled Persons' Health & Welfare Handbook	Ward offices or branch offices	For persons with a physical, intellectual and/or mental disability and meet specified conditions: This handbook acts as proof of their disability. It is needed to utilize the welfare system.	







// Traffic Rules

In Japan, cars, motorcycles and bicycles travel on the left side, and pedestrians walk on the right

- -Follow road rules when using roads
- -At traffic lights, obey the traffic lights
- -Driving after drinking is subject to severe penalties
- -Driving without a license is subject to severe penalties
- -Driving while using a mobile phone is prohibited
- -Enroll in car or bicycle insurance



■ Pedestrians

Walk on the sidewalk

- -Walk on the right-hand side of the road when there is no sidewalk
- -Use pedestrian crossings where possible

■ Bicycles

- -In principle, ride in single file on the left side of the road
- -When riding on the sidewalk, yield to pedestrians and travel slowly on side nearest the road
- -Riding after drinking, riding with two people on one bicycle, using an umbrella while riding, or riding side-by-side with another bicycle are all prohibited
- -Use a bike light at night
- -Children under 13 and the elderly must wear a helmet



■ Cars and Motorcycles

- -Driver and all passengers must wear seat belts
- -Children under 6 must use a child car seat
- -A helmet must be worn when riding a motorcycle





// City Bus / Subway

■City Bus Regular Tickets

Adult	¥210
Child	¥100

■Subway Regular Tickets

	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
Adult	¥210	¥240	¥270	¥310	¥340
Child	¥100	¥120	¥130	¥150	¥170

■1 Day Tickets

1 Day Tickets allow for unlimited rides for one day. If you present a 1 day ticket or Donichi Eco Kippu (Weekend Eco Ticket) on the used day, some facilities provide a discount on the admission fee.

	1 Day Bus & Subway	1 Day Bus	Donichi Eco Kippu *
	Combination Ticket	Ticket	(Weekend Eco Ticket)
Adult	¥870	¥620	¥620
Child	¥430	¥310	¥310

* Donichi Eco Kippu (Weekend Eco Ticket) is available only on Saturdays, Sundays, national holidays (including days of operation under the special train schedule for Saturdays, Sundays and national holidays) and the 8th day of each month.

■24 Hour Ticket

Allows unlimited travel on subways for 24 hours from the time of purchase (ie. until the same time of the following day).

Discounts available on entry, etc., at some facilities upon presentation of a valid 24 Hour Ticket.

	Subway 24 Hour Ticket
Adult	¥760
Child	¥380

Notice: Information about City Bus and Subway fares contained in this booklet is current as of October 1, 2019. For the latest fares, see the Transportation Bureau, City of Nagoya website.







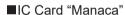












- -Ride by just touching your card on the wicket or bus fare box.
- -Five kinds available: ¥1,000, ¥2,000, ¥3,000, ¥5,000 and ¥10,000.

(Sale prices include ¥500 deposit. Usable amount is the ticket price less ¥500 deposit.)

- -A single Manaca can be charged and used repeatedly.
- -Earn mileage points as you ride. Mileage Points can be used to pay for City Bus and Subway fares.
- -A discount of ¥80 for adults (¥40 for children) is applied when connecting from City Bus to City Bus, or City Bus to Subway, etc. within 90 minutes.
- -Use on services within the Manaca area including the Aonami Line, Yutorito Line, Meitetsu Trains, Meitetsu Buses, Toyohashi Railway network, and Linimo; and other areas where mutual use of transport IC cards is permitted.
- -Use your Manaca to pay at stores and vending machines with the mark below.
- -Use for payment on all railways, buses, and at shops in Japan that have the IC mark.
- -The JR Central TOICA card, JR East SUICA card, etc. can also be used for fares on City Bus, Subway, etc.

■Guide to Bus & Subway Services

The Nagova City Bus & Subway Guide is available at stationmaster's offices. (E C (Traditional) C (Simplified) K P)





Earthquakes, Typhoons, and Floods









Be Prepared for Disasters

- -Discuss with your family where to evacuate and means of contacting one another (such as the Disaster Emergency Message Dial 171 system or Disaster Message Board service).
- -Prepare emergency supplies (food, drinking water, valuables, clothing, medical supplies, radio, flashlights, etc.) to take with you.
- -Prevent furniture from falling in an earthquake by securing furniture to walls with metal fittings, etc.
- -Familiarize yourself with the potential risk to your residential area by checking the hazard maps for flooding / inland water, earthquakes, and tsunami.
- -Confirm how to get to your nearest Designated Evacuation Shelter, Designated Emergency Assembly Point and emergency water supply by consulting hazard maps and the Nagoya Emergency Evacuation Guide.



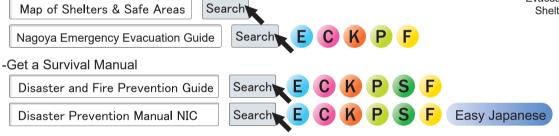
Designated Emergency Assembly Point

- *Designated Emergency Assembly Point: A place to initially evacuate to in order to protect yourself from danger (will vary depending on the type of disaster)
- *Designated Evacuation Shelter: A place to live as an evacuee temporarily when you are unable to return to your damaged home
- *Emergency Water Supply: A place where you can receive water when the water service is unavailable due to a disaster
- *Hazard maps and Nagoya Emergency Evacuation Guides can be confirmed at ward offices



Evacuation Shelter

-Download the Nagoya Emergency Evacuation Guide



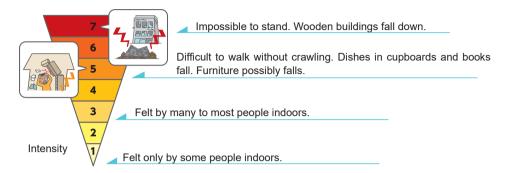
-Disaster information is announced on the official websites of the City of Nagoya and Nagoya International Center.



// Earthquakes

Japan is one of the world's most earthquake-prone countries. Memorize what you should do in the event of an earthquake in order not to panic.

■ Earthquake scale



■ In the event of a major earthquake:

A violent tremor will last for around the first minute.

- -Hide yourself under a steady table or desk.
- -When shaking stops, turn off heaters and stove burners.
- -Open the door to escape.
- -Do not rush outside.
- -Gather information via radio or TV.





Tsunami

After an earthquake occurs, and a Tsunami Warning or Major Tsunami Warning has been issued for Ise / Mikawa Bays, the City of Nagoya will issue an Evacuation Advisory for evacuation areas (*), where residents should evacuate to a location that the tsunami will not reach. If there is insufficient time, evacuate to a Tsunami Evacuation Building (a Designated Emergency Assembly Point for tsunami emergencies).

The Evacuation Advisory will be announced by sirens, City PR vehicles, etc.

*Evacuation areas:

Tsunami Warning: parts of Minato Ward

Major Tsunami Warning: Nakamura, Mizuho, Atsuta, Nakagawa, Minato, Minami and Midori Wards

■Tsunami Evacuation Building (Designated Emergency Assembly Point for tsunami emergencies)

These buildings serve as temporary evacuation places after an earthquake occurs and a Tsunami Warning / Major Tsunami Warning has been issued for Ise / Mikawa Bays. The sign on the right is displayed at the entrance to these buildings.

Areas: Nakamura, Mizuho, Atsuta, Nakagawa, Minato, Minami and Midori Wards



Be Prepared for Typhoons and Floods

Typhoons (tropical cyclones) and heavy rains can occur from June to October. Torrential downpours concentrated on narrow areas may also occur. Pay careful attention to weather forecasts on TV or radio.

■Advisories, Warnings and Emergency Warnings (Issued by JMA)

	Content	Your Response
Advisories	Advise that a disaster is predicted.	-Pay attention to weather forecast and outsideCheck emergency supplies, shelters and directionsCheck around the outside of your house to prepare for disaster.
Warnings	Warning that a serious disaster may occur.	-Pay attention to information related to disasters and escape immediately if needed.
Emergency Warning	This emergency warning is issued when a major disaster (catastrophic phenomenon) far exceeding the standards of a regular warning is predicted.	-Take immediate action to protect yourselfEvacuate to the upper floor of a building or a Designated Emergency Assembly Point as necessaryIf it is dangerous to move outdoors, move to a secure location within your home.

■Evacuation Information (Issued by Nagoya City)

Alert Level 3 - Notice to Prepare for Evacuation / Commence Evacuation for Elderly and Disabled People	This notice is issued to enable residents to prepare in advance to evacuate. Announced via City PR vehicles, the Internet, TV and radio, etc. Elderly people and those who require more time to evacuate should commence evacuation from dangerous areas. Other people should pay attention to weather information, and make preparations to evacuate.
Alert Level 4 - Evacuation Advisory	This notice is issued to prompt residents to evacuate due to the possibility of the area being affected by disaster. In addition to announcements via City PR vehicles, the Internet, TV and radio, etc., sirens will also be sounded. All people should evacuate from dangerous areas quickly. If moving to a designated evacuation area seems dangerous, evacuate to a nearby safe location or high place indoors.
Alert Level 4 - Evacuation Order (Urgent)	This notice is issued to prompt (or further prompt) residents to evacuate urgently when the risk of harm is high. Finish evacuating from dangerous areas urgently. This applies not only to designated evacuation areas, but also to those seeking refuge in a nearby safe location or high place indoors.
Alert Level 5 - Disaster Occurrence Information	Issued when a disaster situation is determined to be already underway. Take action to protect your life and those around you.



// City Government Offices

Open on weekdays only, 8:45-17:15 (Closed: Weekends, holidays, Dec 29-Jan 3)

Nagoya City Hall(市役所)

Name	Zip Code	Address	TEL	FAX
Nagoya City Hall	460-8508	1-1, Sannomaru 3-chome, Naka-ku	052-961-1111	_

Ward Offices·Branch Offices(区役所·支所)

water Offices (四尺)							
Name	Zip Code	Address	TEL	FAX			
Chikusa Ward Office (千種区)	464-8644	8-37, Kakuozan-dori, Chikusa-ku	052-762–3111	052-762–5044			
Higashi Ward Office (東区)	461-8640	7-74, Tsutsui 1-chome, Higashi-ku	052-935–2271	052-935–5866			
Kita Ward Office (北区)	462-8511	17-1, Shimizu 4-chome, Kita-ku	052-911–3131	052-914–5752			
Kusunoki Branch (楠支所)	462-0012	974, Kusunoki 2-chome, Kita-ku	052-901–2261	052-902–1840			
Nishi Ward Office (西区)	451-8508	18-1, Hananoki 2-chome, Nishi-ku	052-521–5311	052-522–5069			
Yamada Branch(山田支所)	452-0815	358-2, Yasuji-cho, Nishi-ku	052-501–1311	052-503–3986			
Nakamura Ward Office(中村区)	453-8501	36-31, Takehashi-cho, Nakamura-ku	052-451-1241	052-451–7639			
Naka Ward Office (中区)	460-8447	1-8, Sakae 4-chome, Naka-ku	052-241–3601	052-261-0535			
Showa Ward Office (昭和区)	466-8585	3-19, Ayuchi-tori, Showa-ku	052-731–1511	052-733–5534			
Mizuho Ward Office (瑞穂区)	467-8531	3-32, Mizuho-tori, Mizuho-ku	052-841–1521	052-851–3317			
Atsuta Ward Office (熱田区)	456-8501	1-15, Jingu 3-chome, Atsuta-ku	052-681–1431	052-682–1496			
Nakagawa Ward Office (中川区)	454-8501	223, Takabata 1-chome, Nakagawa-ku	052-362–1111	052-362–6562			
Tomida Branch (富田支所)	454-0985	215, Haruta 3-chome, Nakagawa-ku	052-301–8141	052-301–8657			
Minato Ward Office (港区)	455-8520	12-20, Komei 1-chome, Minato-ku	052-651–3251	052-651–6179			
Nanyo Branch (南陽支所)	455-0873	1801, Harutano 3-chome, Minato-ku	052-301–8118	052-301–8399			
Minami Ward Office (南区)	457-8508	3-10, Maehama-dori, Minami-ku	052-811–5161	052-811–6360			
Moriyama Ward Office (守山区)	463-8510	3-1, Obata 1-chome, Moriyama-ku	052-793–3434	052-794–2256			
Shidami Branch (志段味支所)	463-0003	1390-1, Shimoshidami Yokozutsumi, Moriyama-ku	052-736–2000	052-736–4666			
Midori Ward Office (緑区)	458-8585	15, Aoyama 2-chome, Midori-ku	052-621–2111	052-623–8191			
Tokushige Branch (徳重支所)	458-0852	401, Mototokushige 1-chome, Midori-ku	052-875–2202	052-878–3766			
Meito Ward Office (名東区)	465-8508	50, Kamiyashiro 2-chome, Meito-ku	052-773–1111	052-773–7864			
Tempaku Ward Office(天白区)	468-8510	201, Shimada 2-chome, Tempaku-ku	052-803–1111	052-801–0826			





List of Health Centers (Hoken Senta)

Open on weekdays only, 8:45-17:15 (Closed: Weekends, holidays, Dec 29-Jan 3) Main Services

- -Issue a *Boshi Kenko Techo* (Maternal and Child Health Handbook), carry out medical examinations of infants and consult on raising children, etc.
- -Carry out medical examinations for cancer and AIDS testing and consult on health and infectious diseases, etc.
- -Consult on complaint against food, business permit of eating place, registration of dogs
- -Home sanitation consultation on insect pests, drinking water, etc.

Ward	Zip Code	Address	TEL	FAX
Chikusa Health Center	464-0841	8-37, Kakuozan-tori, Chikusa-ku	052-753-1951	052-751-3545
Higashi Health Center	461-0003	7-74, Tsutsui 1-chome, Higashi-ku	052-934–1205	052-937-5145
Kita Health Center	462-8522	17-1, Shimizu 4-chome, Kita-ku	052-917–6541	052-911-2343
Kusunoki Branch Office (楠分室)	462-0012	967, Kusunoki 2-chome, Kita-ku	052-902–6501	052-902-6502
Nishi Health Center	451-8508	18-1, Hananoki 2-chome, Nishi-ku	052-523-4601	052-531-2000
Yamada Branch Office (山田分室)	452-0815	358-2, Yasuji-cho, Nishi-ku	052-504–2216	052-503–3986
Nakamura Health Center	453-0024	4-7-18, Meiraku-cho, Nakamura-ku	052-481–2216	052-481–2210
Naka Health Center	460-8447	1-8, Sakae 4-chome, Naka-ku	052-265–2250	052-265–2259
Showa Health Center	466-0027	3-19, Ayuchi-tori, Showa-ku	052-735–3950	052-731-0957
Mizuho Health Center	467-0027	3-45-2, Tanabe-dori, Mizuho-ku	052-837-3241	052-837–3291
Atsuta Health Center	456-0031	1-15, Jingu 3-chome, Atsuta-ku	052-683–9670	052-681–5169
Nakagawa Health Center	454-0911	1-223, Takabata, Nakagawa-ku	052-363-4455	052-361–2175
Tomida Branch Office (富田分室)	454-0985	3-215, Haruta, Nakagawa-ku	052-303–5321	052-303–5438
Minato Health Center	455-0015	2-1, Koei 2-chome, Minato-ku	052-651–6471	052-651–5144
Nanyo Branch Office (南陽分室)	455-0873	1806, Harutano 3-chome, Minato-ku	052-302-8161	052-301–4674
Minami Health Center	457-0833	5-1-1, Higashimatabe-cho, Minami-ku	052-614–2811	052-614–2818
Moriyama Health Center	463-0011	3-1, Obata 1-chome, Moriyama-ku	052-796-4610	052-796-0040
Shidami Branch Office (志段味分室)	463-0003	1390-1, Shimoshidami Yokozutsumi, Moriyama-ku	052-736–2023	052-736–2024
Midori Health Center	458-0033	715, Aibarago 1-chome, Midori-ku	052-891–1411	052-891–5110
Tokushige Branch Office (徳重分室)	458-0852	401, Mototokushige 1-chome, Midori-ku	052-878–2227	052-878–3373
Meito Health Center	465-8508	50, Kamiyashiro 2-chome, Meito-ku	052-778–3104	052-773–6212
Tempaku Health Center	468-8510	201, Shimada 2-chome, Tempaku-ku	052-807–3900	052-803–1251

\pmb// Immigration Bureau (Immigration Information Center) 🗉 🕃 🖟 🤁 🦫 🕞 🥫

Main Services

· Inquiries concerning Immigration and Status of Residence Procedures

TEL	Dial	Tel 0570-013904 (from anywhere in Japan) Tel 03-5796-7112 (PHS, IP phones from outside Japan)
	Hours	8:30 - 17:15
Counter	Address	Nagoya Regional Immigration Bureau, 1st floor 5-18 Shoho-cho, Minato-ku, Nagoya City, 455-8601 A 1-minute walk from Nagoya-keibajō-mae Sta. on the Aonami Line.
	Hours	8:30 - 17:15

^{*} Closed : Sat. & Sun., nat. holidays

// Holiday Emergency Clinics, etc.

Clinics	Open	Services	Hours	TEL	FAX
Nagoya Medical Association Emergency Center	Sundays, holidays, Dec 30 to Jan 3	Eye, Ear, Nose & Throat	9:30-12:00 13:00-16:30 17:30-20:30		
	Sundays, holidays, Dec 30 to Jan 3	Surgery	9:30-12:00 13:00-16:30		
	Mon through Fri (closed on holidays, Dec 30 to Jan 3)	Internal Medicine / Pediatrics *	19:30-6:00	052-937-7821	052-937-6323
	Saturdaysi (closed on holidays, Dec 30 to Jan 3)		17:30-6:00		
	Sundays, holidays, Dec 30 to Jan 3		9:30-12:00 13:00-16:30 17:30-6:00		
West Weeknight Emergency Center (Nakagawa Ward Holiday Emergency Clinic)	Mon through Fri (closed on holidays, Dec 30 to Jan 3)			052-361-7271	052-351-5112
South Weeknight Emergency Center (Minami Ward Holiday Emergency Clinic)		•		20:30-23:30	052-611-0990
East Weeknight Emergency Center (Moriyama Ward Holiday Emergency Clinic)				052-795-0099	052-794-0099
Chikusa Ward Holiday Emergency Clinic		Medicine /	9:30-12:00 13:00-16:30	052-733-1191	052-731-3850
Kita Ward Holiday Emergency Clinic				052-915-5351	052-915-7854
Nishi Ward Holiday Emergency Clinic				052-531-2929	052-532-7525
Nakamura Ward Holiday Emergency Clinic				052-471-8311	052-481-9449
Showa Ward Holiday Emergency Clinic				052-763-3115	052-763-2058
Mizuho Ward Holiday Emergency Clinic				052-832-8001	052-833-0072
Atsuta Ward Holiday Emergency Clinic	Sundays			052-682-7854	052-682-0953
Nakagawa Ward Holiday Emergency Clinic	holidays Dec 30 to Jan 3			052-361-7271	052-351-5112
Minato Ward Holiday Emergency Clinic				052-653-7878	052-661-7923
Minami Ward Holiday Emergency Clinic				052-611-0990	052-611-0981
Moriyama Ward Holiday Emergency Clinic				052-795-0099	052-794-0099
Midori Ward Holiday Emergency Clinic				052-892-1133	052-892-8491
Meito Ward Holiday Emergency Clinic				052-774-6631	052-776-7013
Tempaku Ward Holiday Emergency Clinic				052-801-0599	052-801-9791

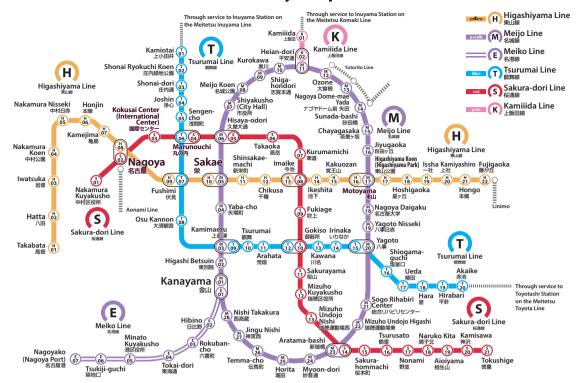
Examination hours begin 30 minutes later than reception hours.

(Weekdays) 20:30-23:00 (Saturdays) 17:30-23:00 (Sundays, holidays, Dec 30-Jan 3) 9:30-12:00, 13:00-16:30, 17:30-20:30

Clinics	Open	Services	Hours	TEL	FAX
Nagoya North Dental Health and Medical Care Center	Sundays holidays	Dental	9:00-11:30	052-915-8844	052-915-8844
Nagoya South Dental Health and Medical Care Center	Dec 30 to Jan 3	Surgery	13:00-15:30	052-611-8044	052-825-4340
Aichi Dental Health Care Center	Sundays, holidays Aug 13 to Aug 15		9:00-12:00	052-962-9102	_
	Dec 29	Dental Surgery	9:00-11:00		
	Dec 30 to Jan 3		9:00-11:00 13:00-15:00		

^{*} Pediatricians are also available in addition to regular physicians during the following reception times.

Subway Map



Information – Nagoya City

For more information on Nagova

■City of Nagoya Official Website Posted in English, Chinese, Korean, Portuguese,

Filipino, Spanish, Vietnamese, Nepali

https://www.city.nagoya.jp/

This pamphlet is also available for download online.

■Contact by TEL, FAX or E-mail Nagoya Oshiete Dial (Japanese) TEL 052-953-7584 FAX 052-971-4894

E-mail: 7584@oshiete-dial.jp

Hours: 8:00-21:00 (7 days a week)

E C K P S F V six other languages

Publisher: Nagoya International Center

E-mail: info@nic-nagoya.or.jp

TEL: 052-581-0100 FAX: 052-571-4673

Date of Issue: December 2020

Information contained in this booklet is current as of April 1, 2020.

Other useful guidebooks

· Council of Local Authorities for International Relations "Multilingual Living Information"





· Aichi International Association "Aichi Handbook" E C P S

