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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.

You can also view the Nagoya Living Guide online.



Information and Consultations in Foreign Languages

E) English

Portuguese

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

III 052-581-0100 Nagoya International Center (NIC)

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

See p.3



Wed

Thu

9:00 - 19:00

10:00 - 12:00

Fri

Tue

*Indonesian is available every 1st and 3rd Wednesday and Sunday, and Thai is available every 2nd and 4th Wednesday and Sunday

Nagoya Japanese Language Classroom Search

closed :Mon

Find a Japanese language class where you can enjoy studying with local people.

nagoniho

Search





Emergency Contacts

110 (free)

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**

English 中文 한국/조선어 Português Español

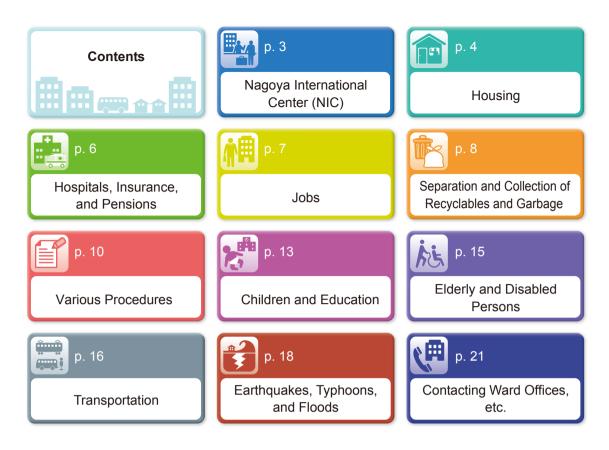
We offer automatic voice and fax services for medical information

Aichi Medical information System

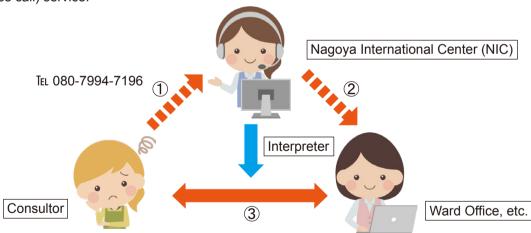








☐ If contact information is not listed in your language, support is only available in Japanese. If you need an interpreter, please use Nagoya International Center's Trio-Phone (3-way multilingual conference call) service.



 $\hfill \square$ Days on which inquiries cannot be made are marked \hfill closed .

 $\ \square$ A pamphlet is available on the website of the Nagoya International Center.



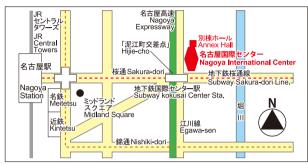
Nagoya International Center(NIC)





NIC offers information services for foreign residents, opportunities for exchange and interaction with Japanese residents, and Japanese language classes.

Feel free to contact NIC if you have an inquiry or problem. (See front cover)



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

Open:9:00-19:00 052-581-0100

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

NIC NAGOYA

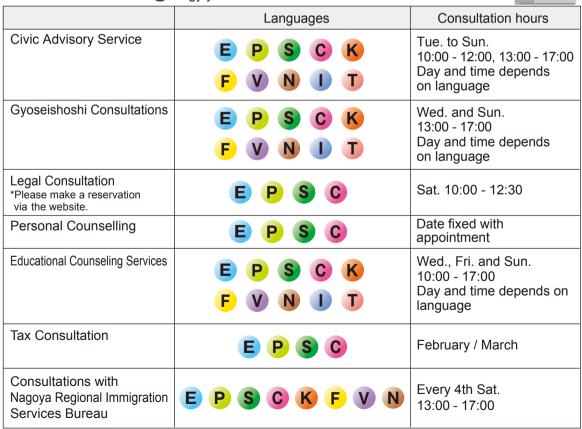
Search

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



Consultations

Consultations are free. Appointments required except for Civic Advisory Service. Tel 052-581-0100 LINE @513qyfyb



NIC also offers consultations, such as "School Guidance Seminar for Children and Parents of Foreign Nationals." For details, see the NIC website.





Privately-owned Housing



Information -Information on rental housing is also -Your workplace or university ma -Private housing consultations as		-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 Sumai no Madoguchi Service Center (reservations: 052-961-4555).		
Payment -Most housing contracts include shikikin (a security deposit), agent -There is usually a service fee (for		-You may be asked to secure a joint guarantor, emergency contact person, etc.		
		-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 Service Center ◆Municipal Housing/Municipal Public Housing Tel052-228-1808	Hours: 10:00 – 19:00 closed: Every Thu., the second and fourth Wed. of every month, and Dec. 29 – Jan. 3. Municipal housing and prefectural housing are available. Conditions, including income and household situation, apply for all housing.
◆ Prefectural Housing/ Prefectural Public Housing TEL052-950-5231	Application forms for municipal housing (general applications) are distributed at ward and branch offices. (4 times per year: May, August,
Place: Inside the Bus Terminal, Oasis21	November, February)

// Water

Nagoya City Water





Nagoya City Waterworks & Sewerage Bureau, Customer Service Center Tel 052-884-5959 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 Electric Power Miraiz





Contract Center Hours: 9:00–19:00 (Mon. to Fri.)

Tel 0120-921-691 9:00–17:00 (Sat., Sun., nat. holidays)

Toho Gas

Toho Gas-Moving Residence

Hours:





Toho Gas Customer Service Center

TEL 0120-015455

24 hours a day, 365 days a year

*If calling using an IP telephone or from overseas, please call 052-807-1550.

// Telephone Services

NTT West

Search



NTT West Information

Tel 0120-064337





Service hours: 9:00-17:00

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



// Mail

Japan Post





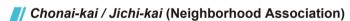


Japan Post Customer Service

TEL 0570-046-111

Hours: 8:00-21:00 (every day)

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.



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 *Chonai-kai* or *Jichi-kai* president (*kaicho*). To find out who your neighborhood *kaicho* is, please ask at your ward office.



Hosptal, Insurance, and Pensions







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

Contact	Content
Aichi Emergency Treatment Information Center Automatic voice for medical information E P S C K TEL 050-5810-5884	24-hour service Aichi Medical information System E P C K
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)
EPSCKFVNIT	closed :Mondays, Dec. 29-Jan. 3, the second Sunday
Tel 052-581-0100	in February and August

// Information about Medical Institutions with Medical Interpretation System

Contact	Content
Aichi Medical Interpretation	Hours: 9:00-17:30 (weekdays)
System Operation Office	Aichi Medical Interpretation System Search +5 other languages
Tel 050-3816-7465	*The supported languages vary by service.

National Health Insurance

Contact	Content
Ward offices or branch offices	For persons under the age of 75 who are not covered by health insurance at work and expect to stay in Japan for more than 3 months:
10000	-Insurance fees are charged according to your employment income and must be paidPresent your Insurance Certificate at a hospital to receive treatment and bear only a portion of the total cost.

// 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.
	For details, see the pamphlet: "Japanese National Pension System" E C K P S F V N *Other Indonesian, Thai, Burmese, Cambodian, Russian, Mongolian

Contact	Content	
Japan Pension Service	If you have paid at least six months worth of National	
or Pension Office	Pension premiums, you are eligible to receive a	
Tel 0570-05-1165	lump-sum withdrawal payment after making a request	
	within two years of leaving Japan.	
	For details, see the pamphlet: "Japanese National	
	Pension System" E C K P S F V N	
	*Other Indonesian, Thai, Burmese, Cambodian, Russian,	
	Mongolian	

// 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.





// Employment Consultations and Information

Contact	Content
Employment Service Center for Foreigners E P S C V F*1 Ukrainian*2 TEL 052-855-3770	

// Labour Issues

Contact	Content	
Aichi Labour Bureau, Labour Consultation for Foreign Wokers 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	
Nagoya Nishi Labour Standards Inspection Office, Labour Consultation for Foreign Workers V Tel 052-481-9533	Hours: V :9:30-12:00,13:00-16:00, Thu.	



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 Urdu is available at environmental affairs offices at ward offices.
- *For details, see the official City of Nagoya website and separation app. →



Place	Sorting Category	Main Items	Collection Days	Designated Garbage Bag
In principle, in front of your home	Burnable Garbage	-Kitchen garbage -Leather -Grass, twigs -Disposal diapers -Rubber -Textile products -Tissues -Plastic products (that also include metal) *Items with any dimension over 30cm are Large-Sized Garbage	Twice a week	1000円の日本の日本の日本の日本の日本の日本の日本の日本の日本の日本の日本の日本の日本の
	Hazardous Flammable Items	-Spray cans *Piercing not required -Disposable lighters -Solid fuel (in a can) -heated tobacco products, e-cigarettes	week	MARKAGE CHECK OF THE PARK OF T
	Non-Burnable Garbage	-Glass and ceramic waste -Umbrellas -Small metal products *Items with any dimension over 30cm are Large-Sized Garbage		SAMPSHARM N
	Large-Sized Garbage (fee required) ◆ Application required (Up to seven days before collection day)	Items with any dimension over 30cm Telephone applications (Large-Sized Garbage Collection Center) Tel 0120-758-530 From mobile phones/outside Aichi Tel 052-950-2581	Once a month	Online application from here
	Batteries	-Dry cell batteries -Lithium batteries -Button cell batteries -Compact rechargeable batteries (includes mobile batteries)		*Place in a transparent bag, not a city-designated bag.
	Plastic Recyclables	[Plastic Containers and Packaging] -Bottles (excluding PET bottles) -Cups -Packaging -Plastic bags -Plastic wraps -Cushioning, etc. [Plastic Products (Limited to items containing plastic only)] -Toothbrushes -Buckets -Clothes hangers -Plastic food containers -Wash basins, etc. *Items with any dimension over 30cm are Large-Sized Garbage.	Once a week	TO A SEE

Sorting Category	Main Items	Collection Days	Designated Garbage Bag	
Plastic Bottles	PET bottles for drinks, sake, mirin (sweet cooking sake), soy sauce, condiments, vinegar, etc. (These are also collected at supermarkets, ward offices, etc.) *Remove lid and label before disposal *Place in a designated bag for recyclables and leave at your local recyclables collection point.		SARRORE (GREE OF THE PARTY OF T	
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] Place in a designated bag for recyclables and leave at your local recyclables collection point. [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 Containers and Packaging, Miscellaneous Paper	[Paper Containers and Packaging] -Paper boxes -Paper bags -Packaging paper -Paper cups -Paper lids -Alcohol or juice packs (with aluminum foil attached inside), etc. [Miscellaneous paper] -Leaflets, pamphlets -Photocopier paper -Notepaper -Price tags -Toilet paper cores, etc. *Place paper containers, paper packaging, and miscellaneous paper together in a designated bag for recyclables and leave at your local recyclables collection point.		SEPTIME (AREA THE STATE OF THE	
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.			
Small Household Electric Appliances / Rechargeable Electric Appliances	Small household electric appliances: appliances less than 15cm (H) x 40cm (W) x 25cm (D) Collected at large supermarkets, ward offices, Environmental Affairs Offices, etc. Rechargeable electric appliances: rechargeable appliances larger than small household electric appliances Collected at Environmental Affairs Offices in each ward. Inquiries: Resource Recycling Promotion Division, Environmental Affairs Bureau IEL 052-972-2379			
Cooking Oil	Place used cooking oil in a PET bottle of 700ml or less and take for collection at large supermarkets, etc. Inquiries: Resource Recycling Promotion Division, Environmental Affairs Bureau I _E L 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: Resource Recycling Planning Division, Environmental Affairs Bureau TEL 052-972-2398			

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

★In addition to designated bags for recyclables, you can use any colorless and transparent bag that you no longer need.

◆The City does not collect these 4 items: air conditioners, televisions, refrigerators, washing machines / clothes dryers. Please request disposal from an electrical goods retailer or take the appliance to a designated collection point yourself.







M	ove-in procedures (for moving from outsid	le of	Jap	oan to Nagoya for the firs	t time)
	Residence registration				
	Health insurance, pension and nursing care insurance registration				
	Medical subsidies for children, child allowance				(PPP
	School enrollment procedures				
	Seal (inkan) registration				
	Bank account opening procedures				
	Notifications to water, gas, electricity, tele	ephor	ne	services	
■ N / I	arriage		- C	hildbirth	
				Submission of birth notifi	ication (within
H	Marriage registration			14 days) and maternity	
\mathbb{H}	Residence registration			handbook	
	Registrations regarding seals (inkan)			Notification of birth (Hoken Senta [Health Ce	nterl)
	Registrations regarding health insurance, pensions Update driver's license (for name,		\Box	Lump-sum birth allowance	
			☐ Health insurance		
	address change)			Child Medical Fee Subsice	dy
				Child allowance	
				Application to Nagoya Re	
		L		Services Bureau (within 3	ou days)
Div	vorce		D	eath	
	Divorce registration			Death registration (within	n 7 days)
	Residence registration			Health insurance, pension care insurance registration	
	Seal(inkan) registration			Various allowances and	
	Registrations regarding health insurance, pensions			Procedures for medical	
	Update driver's license (for name,			Notifications to water, ga	
	address change)	-	_	bank, telephone service Return resident card (wi	
	Registration with Nagoya Regional Immigration Bureau (within 14 days)			Immigration Bureau)	tilli 14 days to
	(For those with the status of residence of			Registration with Nagoy	
	"Spouse of a Japanese National", "Spouse of a Permanent Resident", or			Immigration Bureau (wit (For those who, due to r	
	"Dependent")			now deceased, have the	e status of residence
				of "Spouse of a Japanes of a Permanent Resider	

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 Ward offices or branch	Procedure may differ depending on nationality. Those with the status of residence of "Spouse of a Japanese National", "Spouse of a
Registration	offices	Permanent Resident" or "Dependent" must submit notification of divorce to the Immigration Bureau within 14 days.
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. Those who, due to marriage to a person now deceased, have the status of residence of "Spouse of a Japanese National", "Spouse of a Permanent Resident", or "Dependent", must submit notification of death 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 jitsuin. Any transactions in which a jitsuin and its registration certificate (used to verify the authenticity of the jitsuin) are used are considered legally binding.
Municipal and Prefectural Residents Tax, Forest Environment Tax	Sakae Municipal Tax Office (Residents of Chikusa-ku, Higashi-ku, Kita-ku, Naka-ku, Moriyama-ku and Meito-ku) Tel 052-959-3303	-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
	Honjin Municipal Tax Office (Residents of Nishi-ku, Nakamura-ku, Nakagawa-ku, Minato-ku) TEL 052-433-4021	December of the previous year. In addition to the residence tax, you will also be required to pay the national forest environment tax. -Residence tax, a local tax levied separately from national income tax, is divided into municipal residence tax and prefectural residence tax.
	Kanayama Municipal Tax Office (Residents of Showa-ku, Mizuho-ku, Atsuta-ku, Minami-ku, Midori-ku, Tempaku-ku) Tel 052-324-9804	-The amount of residence tax is determined by 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 V N

Procedure	Contact	Co	ontent
Application for tax reduction / exemption under	Residents from countries for a tax exemption.	with tax agreements w	ith Japan may be eligible
income tax convention	Nagoya-Naka National Taxation Office (Residents of Naka-ku) TEL 052-962-3131	Nagoya-Higashi National Taxation Office (Residents of Higashi-ku) TEL 052-931-2511	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)	Driver's License Division (Aichi Prefectural Police) Tel 052-951-1611	■Drivers with either of can drive in Japan: 1) International driver's Geneva Convention	f the following licenses s license under the
License		Japan, Taiwan-Japan	an, Principality of
*As confirmation of entry and departure is required when driving, please carry your passport or other record of entry and departure.		to Japan that is also be date. (If persons record Register leave Japan value) permits and are return within 3 months of initial	rear from the date of entry efore the license expiry ded in the Basic Resident with departure or re-entry ing to your home country
Japanese Driver's License	Driver's License Testing Center Tel 052-800-1352	A holder of a foreign license may be exempted from taking a part (written/practical) of the driving test if assessed and confirmed as having no impairment to drive in Japan, and the following conditions are met: -A proof of stay for over three months after obtaining the license in the same country is required (passport or other documents showing the duration of stay.) -The overseas license must be valid.	









// 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. It includes a booklet with coupons 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	A birth must be registered within 14 days of the date of birth. Take the <i>Boshi Kenko Techo</i> (Maternal and Child Health Handbook) with you to register at your ward or branch office. If you intend for the child to reside in Japan for more than 60 days, you must apply to Nagoya Regional Immigration Services Bureau to obtain a status of residence within 30 days of birth. If both or either parent is a foreign national, you must report the birth to your home country. Procedure varies depending on country or region. Please inquire at an embassy or consulate of your country in Japan.
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 500,000 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	Subsidized for children aged 0 up to 18 years old (Subsidized up to the 31 March following the child's 18th birthday.) Amount of health insurance-covered medical care expenses to be borne by user is subsidized.
Child Allowance	Ward offices or branch offices	For those raising infants and children up to the 3 rd year of junior high school: Application must be completed within 15 days of the day after the child's birth to receive the allowance. You may need to submit a report of your current circumstances 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	Consultations on acceptance into school, adaptation to school life, and assisted learning for students who require Japanese language instruction Hours: 13:00-15:30 (weekdays) * Please check the language service schedule. Korean language service offered only once a week.
Twilight School /Twilight Room	After-School Project Promotion Division, Child & Youth Affairs Bureau TEL 052-972-3229	Children can 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 8:00 – 19:00) 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 paidPresent your Insurance Certificate at a hospital to receive treatment and bear only a portion of the total cost.
Senior Citizens' Discount Card (Senior Citizens' Handbook)	Ward offices or branch offices	For those aged 65 and older: Present the Card (Handbook) for discounted entry to facilities including Higashiyama Zoo & Botanical Gardens and Nagoya Castle.
Senior Citizens' Pass	Ward offices or branch offices Senior Citizens' Pass Call Center IEL 052-766-5500 MonFri. (Except for national holidays and end-of-year/New Year period) 9:00-17:15	For those aged 65 and older: Pass can be used for the Nagoya City Subway, City Bus, Nagoya Sightseeing Route Bus (Me-guru), Yutorito Line, Aonami Line, railway services (Meitet- su, JR Tokai, Kintetsu) within Nagoya City, and bus services (Meitetsu Bus, Mie Kotsu) in principle within Nagoya City. A fee must be paid when receiv- ing the pass. *For travel on railway services (Meitetsu, JR Tokai, Kintetsu) within Nagoya City and bus services (Meitetsu Bus, Mie Kotsu) in principle within Nagoya City, fares are reimbursed later.
Certificate of Physical Disability, Certificate of Intellectual Disability, Certificate of Mental Disability	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, bicycles and other vehicles 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 smartphone 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 is allowed, yield to pedestrians and drive slowly on the side nearest the road
- -Riding after drinking alcohol, riding with two people on one bicycle, using an umbrella while riding, riding side-to-side with another bicycle, and using a smartphone while riding are all prohibited
- -Use a bike light at night
- -Wear a helmet when riding a bicycle

■ Motorized Scooters

- -Headlights, turn signal lights, brake lights, and number plates are required
- -In principle, scooters must be used on roads for vehicles
- -Operation by people under 16 years old is prohibited
- -A helmet must be worn when riding a scooter

■ 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

Adult	¥210
Child	¥100

■City Bus Regular Tickets ■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 Ticket

Allows the user unlimited travel on City Bus and Subway services for one day. If you present a 1 Day Ticket or Donichi Eco Kippu (Weekend Eco Ticket) on the day of use, some facilities provide a discount on the admission fee.

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

^{*} Donichi Eco Kippu (Weekend Eco Ticket) is available only on Saturdays, Sundays, holidays (including days of operation under the special train schedule for Saturdays, Sundays and 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.

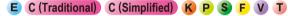
	Subway 24 Hour Ticket			
Adult	¥760			
Child	¥380			

Note: Information about City Bus and Subway fares contained in this booklet is current as of April 1, 2024. For the latest fares, see the Transportation Bureau, City of Nagoya website.















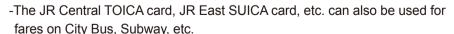


■IC Card "Manaca"

- -Ride by just touching your card on the wicket or bus fare box.
- -Five kinds available: \(\pm\)1,000, \(\pm\)2,000, \(\pm\)3,000, \(\pm\)5,000 and \(\pm\)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 as electronic money to make purchases at shops and vending machines at Subway stations, City Bus terminals, and other places with the logos shown at bottom right.
- -You can also use Manaca on all railways, buses, shops and vending machines that have the IC mark.



■Guide to Bus & Subway Services

The Nagoya 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 area by checking each type of hazard map.
- -Confirm how to get to your nearest Designated Evacuation Shelter, Designated Emergency Assembly Point and emergency water supply by consulting hazard maps, etc.
- *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



Designated Emergency Assembly Point



Evacuation Shelter

*Hazard maps, etc. can be viewed at ward offices. They can also be downloaded from the official City of Nagoya website.

Nagoya Hazard Map and Disaster Prevention Guidebook

Search

-Check the website for disaster information.

NIC Disaster Related Information Link

Search





















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

Nagoya City

Search

Nagoya International Center

Search

















Easy Japanese

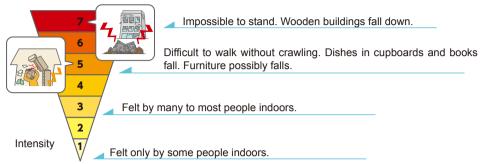




Earthquakes

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.





■What is the Nankai Trough Earthquake Extra Information?

This is a bulletin issued by the Japan Meteorological Agency when there is a high probability that an earthquake will occur along the Nankai Trough. If the Extra Information is issued, remain calm and follow directions issued by the City of Nagoya, etc. and prepare accordingly. *There is no guarantee that the Extra Information will be issued prior to the occurrence of an earthquake.

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 Order for designated evacuation areas (*), where residents should evacuate to a location out of reach of tsunami. If there is insufficient time, seek refuge in a Tsunami Evacuation Building (a Designated Emergency Assembly Point for tsunami emergencies). The Evacuation Order 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 outside.
		-Check emergency supplies, shelters and directions.
		-Check 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	Warning issued when there is a significant risk that a serious disaster may occur.	-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)

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Alert Level 3 - Notice to Evacuate for Elderly and Disabled People	Issued to prompt elderly and other residents to evacuate from dangerous areas due to the possibility that a disaster may occur. 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 Order	Issued to prompt residents to evacuate due to the high probability 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 5 - Emergency Safety Order	Issued when a disaster situation is already underway or imminent to prompt residents to take action to protect themselves. People in dangerous areas should take immediate action to protect themselves by moving to a nearby building which will offer protection from inundation.				



// City Government Offices

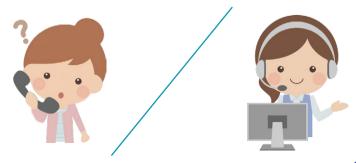
Open on weekdays only, 8:45-17:15 (closed): Weekends, holidays, Dec 29-Jan 3)

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)

Name	Zip Code	Address	TEL	FAX
Chikusa Ward Office(千種区)	464-8644	103, Hoshigaokayamate, 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	1-23-1, Matsubara-cho, Nakamura-ku	052-483-8161	052-483-5137
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-dori, 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	052-363-4316
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	1-1401, Shimoshidami, 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	052-778-3016
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, consult on health issues and infectious disease countermeasures, issue vaccination certification labels for children's vaccinations
- -Consult on food-related complaints, business permits of eateries, registration of dogs
- -Home sanitation consultation on insect pests, drinking water, etc.

Name	Zip Code	Address	TEL	FAX
Chikusa Health Center	464-0841	103, Hoshigaokayamate, 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	453-8501	1-23-1, Matsubara-cho, Nakamura-ku	052-433-3005	052-483-1131
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	1-1401, Shimoshidami, 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	465-8506	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

// Nagoya Regional Immigration Services Bureau

closed Sat., Sun., nat. holidays, Dec. 29 to Jan. 3

5-18, Shoho-cho, Minato-ku, Nagoya-shi, 455-8601 A 1-minute walk from Kōhoku Sta., Aonami Line Olmmigration Information Center Consultations on immigration- and status of residence-related procedures

Telephone consultations

E C K P F S V N +8 other languages

Tel. 0570-013904 (from anywhere in Japan) Tel. 03-5796-7112 (PHS, IP phones, or from outside Japan)

Consultation hours: 8:30-17:15

In-person consultations

E C P F S Reception hours: 8:30 - 16:00

OFRAT Residence Support and Consultation Service

E C K P F S V N (other languages available)*Reservation required.

Individual detailed specialist consultations on immigration procedures and consultations on non-immigration living-related issues

Telephone consultations	Tel 0570-052259 (Reservations: 140#)	Reception hours: 9:00-17:45
In-person consultations	Nagoya Regional Immigration Services Bureau 1st floor	Reception hours: 8:30-16:00

// Holiday Emergency Clinics, etc.

Clinics	Open	Services	Hours	TEL	FAX
	Sundays, holidays, Dec 29 to Jan 3	Eye, Ear, Nose & Throat	9:30-12:00 13:00-16:30 17:30-20:30		
	Sundays, holidays, Dec 29 to Jan 3	Surgery	9:30-12:00 13:00-16:30		
Nagoya Medical Association Emergency Center	Mon through Fri (closed on holidays, Dec 29 to Jan 3)	Internal Medicine / Pediatrics (*1)	19:30-6:00 (19:30-24:00 is for Internal Medicine only (*2))	052-937-7821	052-937-7997
	Saturdays (closed on holidays, Dec 29 to Jan 3)		17:30-6:00		
	Sundays, holidays, Dec 29 to Jan 3		9:30-12:00 13:00-16:30 17:30-6:00		
West Weeknight Emergency Center (Nakagawa Ward Holiday Emergency Clinic)				052-361-7271	052-351-5112
South Weeknight Emergency Center (Minami Ward Holiday Emergency Clinic)	Mon through Fri (closed on holidays, Dec 29 to Jan 3)	Internal Medicine	20:30-23:30	052-611-0990	052-611-0981
East Weeknight Emergency Center (Moriyama Ward Holiday Emergency Clinic)				052-795-0099	052-794-0099
Chikusa Ward Holiday Emergency Clinic				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	052-832-8001
Atsuta Ward Holiday Emergency Clinic	Sundays	Internal	9:30-12:00	052-682-7854	052-682-0953
Nakagawa Ward Holiday Emergency Clinic	holidays Dec 29 to Jan 3	Medicine / Pediatrics	13:00-16:30	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.

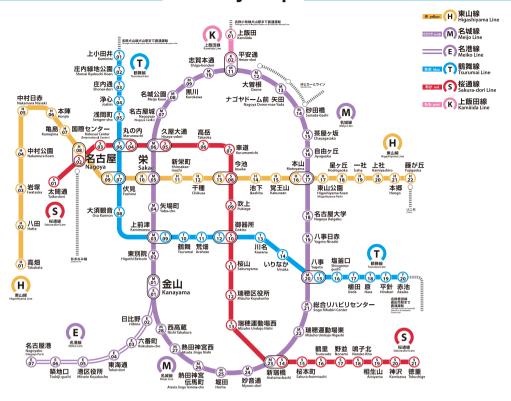
(Sundays, holidays, Dec 29 to Jan 3) 9:30-12:00, 13:00-16:30, 17:30-20:30

(*2) If you want to receive an examination for a pediatric patient within the "Internal Medicine only" time period, be sure to call to inquire within the reception hours.

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

^(*1) Pediatricians are also available in addition to regular physicians during the following reception times. (Saturdays)17:30-23:00

Subway Map



Information-Nagoya City

For more information on Nagoya

■City of Nagoya Official Website (Multilingual Support) 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)

Publisher: Nagoya International Center E-mail: info@nic-nagoya.or.jp

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

Date of Issue: October 2024

The information contained in this booklet is current as of April 1, 2024.

Other useful resource

 Immigration Services Agency of Japan – A Daily Life Support Portal for Foreign Nationals (Multilingual Support)

daily life support | Search

Aichi International Association "Aichi Handbook" E C P S

Aichi Handbook Search