

Q&A – Living more comfortably in Ama City

This article introduces some actual inquiries made by foreign residents of Ama City and the replies. For details, contact the relevant department/organization as shown below.

The Ama City website is available in Japanese, English, Chinese, Portuguese and Korean.

For foreign residents of Ama City from abroad, a residence life guidebook is available. The guidebook provides information necessary for living in Ama City.

- Daily Life Guidebook for Foreign Residents

[URL] <http://www.city.ama.aichi.jp/shiminsanka/4686/004693.html>

Topics Discussed in This Article

- (1) Daily Life
- (2) Japanese Language Education
- (3) When You Become Sick
- (4) Child-Rearing
- (5) Disasters



(1) Daily Life

Q1: I didn't know about the neighborhood association. What should I do?

A1: Visit the neighbors on either side of you and opposite you to greet them and introduce yourself. In so doing, tell them that you would like to join the neighborhood association. Various local activities are organized by neighborhood associations. It is a good idea to cooperate with your neighbors to make the community a better place to live in.

Q2: Could you explain the tax system?

A2: Taxes can be divided into national, prefectural and municipal taxes.

[Taxes to be paid to Ama City]

- Individual resident tax: This is a tax imposed on individuals based on their income from the previous year. Foreign residents who have lived in Japan for one year or longer are liable to pay this tax when their income is over a certain amount. The resident tax consists of per capita tax, which is a flat rate tax levied equally on all taxpayers, and per income tax, which is a tax levied based on income. The resident tax is imposed on registered residents of Ama City as of January 1.
- Corporate resident tax: This is a tax imposed on corporations that have an office/business establishment in Ama City.

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- Fixed asset tax: This is a tax imposed on real property, such as land and houses. This tax is to be paid by those who own real property as of January 1.
- Light motor vehicle tax: This is a tax imposed on light motor vehicles, motor-assisted bicycles and the like owned as of April 1.

[How to Pay Taxes]

Taxes must be paid at a designated financial institution by the due date. For details, contact the Tax Affairs Section, Ama City Hall.

[Contact Information]

Tax Affairs Section, Ama City Hall

Phone: 052-444-0509



Q3: Could you explain unemployment insurance and the other social insurance systems?

A3: In Japan, insurance systems provide policyholders with a range of services.

- Unemployment insurance

The unemployment insurance system has a number of comprehensive functions related to employment. By providing unemployed workers with benefits when necessary, the system aims to allow workers to live a stable life and achieve job stability, as well as to help them become re-employed. Insurance premiums are paid not only by employees but also employers. This is a compulsory government-administered insurance system.

[Requirements for Membership]

- ① The relevant person is expected to be employed for at least 31 consecutive days.
- ② Prescribed working hours should be at least 20 hours per week.

- Hello Work Tsushima

[Contact Information]

0567-26-3158

- National health insurance system

This is a mutual aid system that aims to reduce out-of-pocket expenses in the case of illness or injury through an insurance tax collected from policyholders according to income. Every person must enroll in the national health insurance plan, except for the following persons: those who are enrolled in a health insurance plan at their workplace,

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those who receive medical treatment under the medical system for elderly senior citizens, and welfare recipients.

- Medical system for elderly senior citizens

This is a medical care system for people who are 75 years of age or older and those who are 65 years of age or older with a certain disability.

[Contact Information]

Insurance Medical Care Section, Ama City Hall (City Hall Jimokuji Government Building)

Phone: 052-444-3168

- National pension

Japan's public pension system is a social security system to provide pensions to people when they become older, disabled or bereaved. The public pension plan consists mainly of the national pension plan participated in by all members, which serves as the basis for the pension system, and the employees' pension plan participated in by company workers.

All registered residents of Japan aged 20 to 59 years, including foreign residents, must enroll in the national pension plan.

[Contact Information]

Insurance Medical Care Section, Ama City Hall (City Hall Jimokuji Government Building)

Phone: 052-444-3168

- Welfare service for persons with disabilities

Various welfare services are available for disabled persons depending on the level of disability. The types of certificate issued to disabled persons are as follows: *shintai shogaisha techo* (physically disabled person's certificate,) *ryoiku techo* (intellectually disabled person's certificate) and *seishin shogaisha hoken fukushi techo* (mentally disabled person's certificate).

[Contact Information]

Social Welfare Section, Ama City Hall (City Hall Jimokuji Government Building)

Phone: 052-444-3135

- Nursing care insurance system

This is a system in which premiums are collected from insured person 40 years of age or older to provide care services for those who are certified as requiring nursing care. Foreign residents who have stayed in Japan for three months or longer are covered under this insurance policy.

[Contact Information]

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Elderly Welfare Section, Ama City Hall (City Hall Jimokuji Government Building)
Phone: 052-444-3141

Q4: How can I use nursing care and welfare services?

A4: To use nursing care services, it is necessary to file an application for certification of long-term care need with the Ama City Hall. Services are available for those who are certified as requiring nursing care (*yokaigo*) or requiring support (*yoshien*). For details, contact the section shown below.

[Contact Information]

Elderly Welfare Section, Ama City Hall (City Hall Jimokuji Government Building)
Phone: 052-444-3141



Q5: How can I find a job?

A5: The employment service center “Hello Work” can help you find a job. At the facility, applicants fill out a job application form. Although no special preparation is necessary to visit the facility, it is recommended to bring a curriculum vitae or résumé of your work experience with your photograph attached, because either one of these documents is necessary for same-day job offers and same-day interviews.

Hello Work is a facility under the authority of the Japanese government, providing free job search services. At Hello Work, the use of a system for searching information on employment opportunities is available. The lists of job vacancies and printed information on job details can be taken home.

•Hello Work Tsushima

[Contact Information]

0567-26-3158

Q6: The procedure for obtaining a status of residence is complicated. Could you explain it?

A6: Acquiring a status of residence is compulsory for foreigners to stay in Japan. The nearest office to make inquiries is Nagoya Regional Immigration Bureau. Visit or call the Bureau to confirm how to perform the procedure. Inquiries via email are also possible.

[Contact Information]

Nagoya Regional Immigration Bureau

Phone: 052-449-2150

Email: info-tokyo@immi-moj.go.jp



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Q7: I don't know how to take out the trash. Could you explain the trash collection system?

A7: Purchase Ama City's designated trash bags at a supermarket or convenience store. Trash taken out to a designated location during designated hours can be collected. How to take out the trash differs depending on where you live. Put your trash in an Ama City designated trash bag and take it to a collection location in your community on a collection day as shown below.

- Area north of the Meitetsu Tsushima Line in the City (From April 1, 2016)

Types of trash	Collection day	Time
Flammable	Monday, Thursday	Take out trash by 8:30 a.m.
Plastic	Wednesday	
Non-flammable	Second Saturday of every month	

- Area south of the Meitetsu Tsushima Line in the City (From April 1, 2016)

Types of trash	Collection day	Time
Flammable	Tuesday, Friday	Take out trash by 8:30 a.m.
Plastic	Wednesday	
Non-flammable	Third Saturday of every month	

- Recyclable waste

Where you live	Collection day	Time
Shippo district	Second Wednesday of every month	Take out waste by 9:00 a.m.
Miwa district	Third Wednesday of every month	
Jimokuji district	Fourth Wednesday of every month	

- Bulky items

Reservation is necessary	Where to apply	Bulky Item Collection Reservation Center	
	How to make a	Reservation by phone	Reservation through the Internet

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	reservation	052-444-0303		Visit the top page of Ama City’s official website. Click “Bulky Item Collection Reservation Center” to make an application.
	Reservation	Monday through Friday	9:00 a.m. to 7:00 p.m.	Available anytime. Note that a reservation made through the Internet is only provisional. Subsequently, within the phone reservation hours, the Center sends the applicant an email. The reservation is considered accepted after the details of the application have been confirmed.
		Saturday, Sunday, public holiday	9:00 a.m. to 5:00 p.m.	
	Closed	Year-end and New Year holidays (December 25 to January 5)		
Time for taking out waste	By 8:30 a.m. (All areas of the city)			
Collection day	<p>Regardless of district, waste is collected two to three weeks after application.</p> <ul style="list-style-type: none"> • Reservation by phone: Basically, the Center informs the applicant of the collection day over the phone. • Reservation through the Internet: After application, the Center contacts the applicant. <p>* It is not possible to set the collection time.</p>			

[Contact Information]

Environmental Board of Health (City Hall Jimokuji Government Building)

Phone: 052-444-3132

Q8: Where can I find a map of Ama City?



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Q8: You can find a map of Ama City at the following website:

http://www.city.ama.aichi.jp/dbps_data/_material/_files/000/000/004/693/sonota.pdf

Q9: I don't know the traffic rules (for pedestrians and bicycle riders). Could you explain them?

A9: The website of Ama City International Association links to websites introducing the traffic rules in Japan in multiple languages.

[URL]

Ama City International Association "Traffic Rules in Japan" <http://acia.blog16.jp/>

Q10: I can't read Newsletter Ama because it's written in Japanese. Is it available in other languages?

A10: Only the titles of articles in Newsletter Ama are translated into multiple languages on Ama City's website. If you have anything to ask or check, please contact Ama City International Association.

Q11: If I'm in trouble, whom should I contact?

A11: Ama City International Association will help you. The Association's information counter is available at ACIA Meetings (regular meetings of the Association) and Japanese language classes, so that people from abroad can have a consultation and obtain information about their lives in Japan while learning the Japanese language.

* For the schedule of ACIA Meetings, check the website of Ama City International Association.

- Ama City International Association

[Phone] 090-3932-5931

[URL] <http://acia.blog16.jp/>

Aichi prefectural government and other organizations provide foreign people living in Japan with various services including the following: consultations on labor issues, taxes, medical care, education and other issues, individual support services by multicultural social workers, and consultations with a lawyer.

- Human Rights Counselling Office for Foreigners

[Phone] 052-952-8111

[Available languages] English, Chinese, Portuguese

[URL] <http://www.moj.go.jp/JINKEN/jinken21.html>

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- Multicultural Center, Aichi International Association (Information Counter and Free Legal Consultation for Foreigners)

[Phone] 052-961-7902

[Available languages] English, Portuguese, Spanish, Chinese, Filipino

[URL] <http://www2.aia.pref.aichi.jp/topj/indexj.html>

- Nagoya International Center (Free Consultation Services for Foreign Residents)

[Phone] 052-581-0100

[Available language] English, Portuguese, Spanish, Chinese, Filipino/Tagalog

[URL] <http://www.nic-nagoya.or.jp/japanese/nicnews/johosodan/gaikokujinmuke>

- Nagoya International Center (Free Legal Consultations)

[Phone] 052-581-6111

[Available languages] English, Portuguese, Spanish, Chinese

[URL] <http://www.nic-nagoya.or.jp/japanese/nicnews/johosodan/gaikokujinmuke>

(2) Japanese Language Education

Q1: Where can I learn Japanese?

A1: Ama City organizes Japanese language classes (free of charge) operated by Ama City International Association at two locations.

① Jimokuji Class

Venue: Jimokuji Public Hall

Address: 65 Jimokuji Nihanden

Open: Three terms in a year (Ten classes per term)

[Wednesday] 10:00 a.m. to 11:30 a.m. / 7:00 p.m.

8:30 p.m.

[Saturday] 10:00 a.m. to 11:30 a.m.

[Sunday] 10:00 a.m. to 11:30 a.m.



to

② Miwa Class

Place: Miwa Information Contact Center

Address: 6-1 Kida Choshinokuchi, Ama City

Open: Every Thursday, 7:00 p.m. to 8:30 p.m.

- Ama City International Association

[Phone] 090-3932-5931

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- Ama City Website (Japanese class)

[URL] <http://www.city.ama.aichi.jp/shiminsanka/4686/004694.html>

(3) When You Become Sick

Q1: What hospitals are available on a public holiday or at night in case of an emergency?

A1: For internal, pediatric and dental conditions, medical treatment is generally available on weekends and public holidays at Ama-chiku Kyubyo Shinryosho (Ama district emergency medical office, 37 Baibara-cho Aza Nishi, Tsushima City).

For surgical diseases, medical institutions in Ama district and Tsushima City take turns providing medical treatment on weekends and public holidays. Note that the on-duty doctor will not always be the same person.

- Available medical treatment: Internal / Pediatric

[Reception Hours]

- Sunday, national holiday, December 30 to January 3: 9:00 a.m. to 11:30 a.m. / 1:00 p.m. to 4:30 p.m. / 6:00 p.m. to 8:30 p.m.

- Saturday: 6:00 p.m. to 8:30 p.m.

- Monday through Friday other than the above: 8:30 p.m. to 11:00 p.m.

[Contact Information]

Ama-chiku Kyubyo Shinryosho (Ama district emergency medical office): 0567-25-5210

- Available medical treatment: Dental

[Open] Sunday, national holiday, December 30 to January 3

[Reception Hours] 9:00 a.m. to 11:30 a.m. / 2:00 p.m. to 4:30 p.m.

[Contact Information]

Ama-chiku Kyubyo Shinryosho (Ama district emergency medical office): 0567-25-5210



- Available medical treatment: Surgical

Medical institutions in Ama district and Tsushima City take turns providing medical treatment on weekends and public holidays. Note that the on-duty doctor will not always be the same person.

[Reception Hours]

- Saturday: 1:00 p.m. to 5:00 p.m.

- Sunday and national holiday: 9:00 am to 5:00 p.m.

[Contact Information]

- Ama Tobu Fire Department (East Ama fire department): 052-442-0119

- Emergency Medical Information Center: 052-263-1133

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For details, refer to “Emergency and disaster prevention” in the Daily Life Guidebook for Foreign Residents issued by Ama City.

Q2: How can I find an interpreter when I have a medical examination at a hospital or clinic?

A2: Aichi Medical Interpretation System Promotion Association will help you. The Association performs the following: dispatch of medical interpreters when people from abroad receive medical treatment, interpretation over the phone, and translation of medical referrals and other documents.

- Aichi Medical Interpretation System Promotion Association

[Available languages] English, Portuguese, Spanish, Chinese, Filipino

[URL] <http://www.aichi-iryoku-tsuyaku-system.com/>

Q3: At which hospital or clinic can I use my native language?

A3: On the website “Aichi Emergency Treatment Guide,” you can find hospitals and clinics offering medical services in foreign languages.

- Aichi Emergency Treatment Guide

[URL] http://www.qq.pref.aichi.jp/es/qq/qq23tpmp_lt_in1.asp

(4) Child-Rearing

Q1: Where can I get more information on child-rearing?

A1: Ama City has two child care support centers and two open spaces for gatherings, providing support for and information on child-rearing as well as consultation services on various issues. Five nursery schools in Ama City provide temporary childcare services. For details, contact Child Care Support Section, or visit Ama City’s website shown below and check the heading “Delivery, child care.”

[Contact Information]

Child Care Support Section, Ama City Hall (City Hall Jimokuji Government Building)

- Ama City’s Website

[Reference] <http://www.city.ama.aichi.jp/shussan/index.html>

Q2: The contents of the Maternal and Child Health Handbook are difficult to understand. What is your suggestion?

A2: The Maternal and Child Health Handbook functions as a useful mother-child health log, allowing mothers to keep track of their and their child’s health states and vaccination records. For details, contact the Health Promotion Section, Ama City Hall.

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* The Maternal and Child Health Handbook is translated into Tagalog, English, Portuguese, Chinese and Spanish.

[Contact Information]

Health Promotion Section, Ama City Hall

Jimokuji Health Center: 052-443-0005

Shippo Health Center: 052-441-5665

Miwa Health Center: 052-443-3838



(5) Disaster

Q1: How can I access information at the time of disaster?

A1: Ama City disseminates information about disaster evacuation via email, websites and other means.

- Email service

Ama City emails cell phone information about evacuation and evacuation shelters in Japanese.

[How to register]

① Send a blank message to our email address for registration "m.ama@cep.jp." (* If it is not possible to send an empty message, enter any letter and send the email.)

② Access the address shown in the reply to register.

* Cancel the domain-based access control setting.

[Contact Information] 0120-342-089 (Chubu Electric Power)



- FM radio broadcasting

At the time of disaster, information will be broadcast in Japanese on a local FM radio station.

- FM Nanami 77.3 MHz (Tune radio to 77.3 FM.)

Q2: Where should I evacuate when an earthquake, flood or other disaster occurs?

A2: Facilities of Ama City function as evacuation shelters at the time of an earthquake or flood. It is recommended to check the locations of evacuation shelters in your neighborhood. For locations, refer to the following: Ama City's website, Emergency

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Pocket Guide & Shelter Map available in multiple languages, and the “Emergency and disaster prevention” Chapter in Daily Life Guidebook for Foreign Residents.

- Ama City Website (List of evacuation shelters in Ama City)

[URL] <http://www.qq.pref.aichi.jp/es/gg/gg23tmp.lt.in1.asp>

- Ama City Website (Emergency Pocket Guide available in multiple languages)

[URL] <http://www.city.ama.aichi.jp/shiminsanka/4686/index.html>

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