

Guidebook: Life in Oita City

PREFACE

Welcome to Oita City!

Oita City is promoting internationalization and striving to become a multicultural community. Oita City is adopting various policies to provide adequate governmental services and to build a pleasant, worry-free environment for foreign residents.

This guidebook was compiled with the help of many individuals and organizations. Its purpose is to provide foreign residents with basic information about daily life to help overcome uncertainty or problems, which may arise from differences in culture and customs. Oita City hopes that by using this guidebook, foreign national residents will gain an understanding of our city and enjoy many fulfilling days here, in what Oita City would like them to think of as their second hometown.

Oita City

Please keep the following points in mind when reading this book:

- Some of the contents of this book are subject to change, which may cause discrepancies.
- For further information, please do not hesitate to contact Oita City Office. When making an inquiry, it is recommended to bring an accompanying person who can speak Japanese to ensure a smoother process.
- The contents are directly related to daily life in Oita City, although the basic information is common to any municipality.

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Profile of Oita City

Oita City is blessed with a beautiful panoramic view of the Beppu Bay coastal line, wild monkeys living on Mt. Takasaki, and two major rivers, Oita River and Ono River, running through the city from the south to the north. On top of having the ocean, mountains, and rivers, this city is privileged to have a mild climate. Oita City, which has 501.28 square kilometers of land area and a population of roughly 480,000 people, has played an important role in politics, economics, and culture of Eastern Kyushu since ancient times.

Particularly during the Warring States period, under the governance of the feudal lord Sorin Otomo of Bungo Funai (which is now Oita City), was one of the biggest trading centers in the nation and was known widely by the European countries. During this time, western medicine, western music, and western plays were also brought into Japan through Oita. Oita City was the first place that western culture blossomed in Japan.

During the high-growth period of post-World War II, Oita City saw spectacular developments in heavy chemical industries such as steel and petrochemical. In recent years, information technology-related businesses and other cutting-edge manufacturers have also expanded their businesses in Oita City. As a result of multiple industries gathering in Oita City, this city is also blessed with a great balance of diverse industries.

Because of Oita City's unique geographic location, it is an economic hub for Eastern Kyushu. On land, Oita City has three railway lines, highways, and other main roads flowing in and out of the city. On water, there is a well-developed maritime traffic system that crosses the Bungo Channel.

With completion of raising railways around JR Oita Station, where is the land gateway of Oita City, the city center where used to be separated by railways and the station has become united. In the spring of 2015, Oita's future landmark Oita Station Building and Oita Prefectural Art Museum located in the north side of Oita Station are scheduled to be completed. Oita is expected to prosper furthermore in the near future by the redevelopments of its city center.

I. 大分市で生活をはじめる方へ

Important Information for New Arrivals

1. 在留管理制度・住民登録 Residency Management System and Residence Registration

(1) 新しい在留管理制度に伴う届出 – Procedures associate with the New Residency Management System

① 外国人登録証明書からの切替 –Switching from the Alien Registration Card

With the introduction of the new residency management system, which is enforced from July 9th, 2012, resident record for foreign nationals is registered and the existing alien registration system was abolished. After implementation the new residency management system, the Resident Card for medium to long-term residents and the Special Permanent Residence Certificate for special permanent residents are issued as alternative to the Alien Registration Card. However, the Alien Registration Card is deemed to be the Resident Card or the Special Permanent Residence Certificate for a certain period in residential procedures at municipal offices and legal procedures at Regional Immigration Offices until the Resident Card or the Special permanent Residence Certificate is issued.

○Period in which the Alien Registration Card is deemed to be equivalent to the Resident Card

<Permanent residents>

16 years old or older Until July 8th, 2015

Less than 16 years old Whichever comes earlier, July 8, 2015 or the individual's 16th birthday

<Designated activities>

16 years old or older Whichever comes earlier, the expiration date of the period of stay, or July 8, 2015

Less than 16 years old Whichever comes earlier, the expiration date of the period of stay, July 8, 2015 or the individual's 16th birthday

<Other resident status>

16 years old or older The expiration date of the period of stay

Less than 16 years old Whichever comes earlier, the expiration date of the period of stay, or the individual's 16th birthday

○Period in which the Alien Registration Card is deemed to be equivalent to the Special Permanent Residence Card

16 years old or older Those who will have the next period of the application for confirmation by July 8th, 2015
→By July 8th, 2015

Those who will have the next period of the application for confirmation after July 9th, 2015

→By the individual's coming birthday after July 9th

Less than 16 years old Until the individual's 16th birthday

②在留カードについて(Zairyukado ni Tsuite) Resident Card

A resident card is issued to medium to long term-residents when granted permission pertaining to residence, such as landing permission, permission for change of resident status and permission for extension of the period of stay. (As often as the permission for change or extension is granted, a new resident card is issued.)

Applicants: Medium to long term residents(Foreign nationals who do not come under any of the following ① through ⑥)

- ① Persons granted permission to stay for 3 months or less
- ② Persons granted “Temporary Visitor” status
- ③ Persons granted “Diplomat” or “Official” status
- ④ Persons recognized by Ministry of Justice ordinance as equivalent to the foreign nationals in the aforementioned ① to ③
- ⑤ Special permanent residents
- ⑥ Persons with no resident status

Where to apply: Fukuoka Immigration Bureau Oita Branch Office

Main building of Regal Affairs Bureau 1F
7-5, Niagemachi, Oita city
TEL: 097-536-5006

③特別永住者証明書について(Tokubetsueijushashomeisho ni Tsuite) Special Permanent Residence Certificate

Affected residents: Special Permanent Residents

Where to apply: Citizens’ Affairs Division (Oita City Office 1F) or city office branches

(2)住民登録の手続き(Jumintoroku no Tetsuzuki) Residence Registration

Foreign nationals who will legally stay in Japan for more than three months* need to register residency and a residence certificate need to be made. Residence certificate is a fundamental of life in Japan. Foreign residents need to notify, when entering Japan or moving within Japan. Detailed information regarding required notification is below in ①-③. (This procedure is alternative to “alien registration” of the demolished system.)

*Any of the following A-C will be issued for foreign nationals who will legally stay in Japan for more than three months.

- A. Resident Card
- B. Special Permanent Resident Certificate
- C. Alien Registration Certificate

Where to notify: Citizens’ Affairs Division (Oita City Office 1F) or city office branches

①Those who have newly arrived in Japan

Required documents

- Resident card, special permanent resident certificate, or alien registration certificate
(The certificates or cards of all of members who need to be registered are required.)
- Passport is required for those who did not receive the resident card that is supposed to be issued later.

(The following description of 在留カード後日交付-a resident card is to be issued later- is made near the stamp of landing verification. *See the sample below.)



The resident card will be sent from Tokyo Immigration Bureau to the address registered on the residence certificate. Applicants are not able to receive resident card without registering residence.

②Those who received resident card after stayed in Japan as an “temporary visitor”

Required documents:

- Resident card (Resident card of all of members who need to be registered are required.)
- Passport

③Those who relocate residence

(a)Those who move in Oita City from the other municipality of Japan are required to submit a “certificate of moving-out” issued by the municipality that the person lived in before moving and a notification of moving-in within 14 days of moving day.

(b)Those who relocate within Oita City are required to submit a notification of relocating within 14 days of moving day.

(c)Those who move out to the other municipality of Japan are required to submit a notification of moving-out. A “certificate of moving-out” will be issued by Oita City. The certificate is required to be submitted to the municipality that the person move in with a notification of moving-in. The notification has to be done within 14 days of moving day.

Required documents:

- Resident card, special permanent resident certificate, or alien registration certificate
(The certificates or cards of all of members who need to be registered are required.)

*After the enforcement of the new system, it became necessary to notify when moving out to other municipality. However, the notification can be accepted at the Citizens’ Affairs Division or any of city office branches regardless of jurisdiction of resident location.

(3) 証明書について(Shomeisho ni Tsuite) Certificates

As an official certificate that the City issues, the certificate of residence will be issued alternative to the certificate of registered matters on alien registration. The certificate of residence certifies that the residency is registered in Oita City. The certificate is required in occasions such as acquisition of a driver’s license and purchasing a car. The certificate is issued at the Citizens’ Affairs Division and its branches (with issuing charge of ¥300/certificate.) The person who requests certificates will be asked to show ID such as the Alien Registration Certificate or the Resident Card. In the event anyone who is not a member of the same household applies, a proxy statement is required.

Also, the certificate of residence is issued through the automatic issuing machines located in 5 places in the city (with issuing charge of ¥200/certificate.) Users need to be registered to use the issuing machine. Please contact the Citizens' Affairs Division or its branches for the user registration.

(4) 問い合わせ（日本語対応）(Toiawase) Contact information (Only in Japanese)

< Residence registration and notification of change of address >

Residential Record Group, Citizens' Affairs Division, Oita City Office

(097-537-5734) 2-31, Nigemachi

<Issuing certificates>

Counter Service Group, Citizens' Affairs Division, Oita City Office

(097-537-5614) 2-31, Niagemachi

Counter Service Group, Tsurusaki Branch (097-527-2111) 1-2-3, Higashitsurusaki

Counter Service Group, Dainan Branch (097-597-1000) 5115-1, Oaza Nakahetsugi

Counter Service Group, Wasada Branch (097-541-1234) 743-2, Oaza Tamazawa

Counter Service Group, Ozai Branch (097-592-0511) 1-4-3, Madokoro

Counter Service Group, Sakanoichi Branch (097-592-1700) 3-5-33, Sakanoichiminami

Counter Service Group, Saganoseki Branch (097-575-1111) 1407-27, Oaza Saganoseki

Counter Service Group, Notsuharu (097-588-1111) 800, Owaza Notsuharu

Akeno Branch (097-558-1255) 1-1-1, Akenohigashi

2. 印鑑 (Inkan) - Name Seals

It is more common to use name seals (inkan) than signatures in Japan. In fact, they should be considered just as important as a signature. There are two types of seals, one is a formal seal called "jitsu-in," the other is a personal informal seal called "mitome-in."

You must register your jitsu-in at the city office and the City will issue you a certificate of seal impression. This certificate and your seal together allow you to verify your identity. When producing important documents such as a contract of an automobile purchase or real estate purchase, your jitsu-in impression is required.

A "mitome-in" is for less formal transactions and does not need to be registered. Changing your jitsu-in is a complicated procedure. Please consider the design carefully before beginning the registration process.

(1) 登録できる印鑑 (Toroku Dekiru Inkan) - How to Order Your Jitsu-in

Jitsu-in are made at local seal shops called "hanko-ya." Please observe the following restrictions regarding jitsu-in:

- ① The seal impression may be circular, oval, rectangular, or square and must fit inside a square with each side measuring between 8mm and 25mm. The height should be over 1cm.

- ② It must be made of wood, stone, metal, or other sturdy material.
- ③ No part of the image should be chipped or rubbed off.
- ④ No more than one third of its frame line can be missing.
- ⑤ The letters to be used for your seal should be any of the followings that registered to the Basic Resident Registration:
 - Letters of your full name
 - Letters of your common name
 - Letters of last name or given name of your full name or common name
 - Combination of letters of the parts of your full name or common name

(2) 印鑑登録の仕方 (Inkan Toroku no Shikata) - How to Register Your Jitsu-in

Any foreign nationals who is registered in the Basic Resident Registration and is 15 years old or older may register a jitsu-in. (You must bring your seal that you would like to register and Alien Registration Card, Resident Card, or Special Permanent Residence Card to the main city office or its branches and inquire at the seal registration counter called “inkan toroku madoguchi.” You will receive an official card of your seal impression.

(3) 印鑑登録証明書の交付 (Inkan Toroku Shomeisho no Kofu)

- How to Order a Jitsu-in Certificate

In case you need a jitsu-in certificate, present your seal card and make an application at the main city office or your presiding office, you can receive the certificate for a fee of ¥300.

Also, the jitsu-in certificate is issued through the automatic issuing machines located in 5 places in the city (with issuing charge of ¥200/certificate.) Users need to be registered to use the issuing machine. Please contact the City Office or its branches for the user registration.

(4) 問い合わせ先 (Toiawase Saki) - Contact Information

<Jitsu-in registration>

Residency Record Group, Main City Office 097-537-5734(preferably in Japanese)

<Issuing certificates>

Counter Service Group, Main City Office 097-537-5615(preferably in Japanese)

3. 銀行 (Ginko) - Banking

(1) お金の管理 (Okane no Kanri) - Managing Your Money

① Opening an Account

You can open an account at any financial institution such as a bank, Japan Post Bank, credit bank, credit association or agricultural cooperation. You will need your passport, resident card, or your foreign registration certificate, and your seal.

※Required documents differ among financial institutions so please contact each institution beforehand.

② Business Hours

Monday ~ Friday

Banks: 9:00am ~ 3:00pm

Japan Post Bank Oita Office: 9:00am ~ 6:00pm

* Business hours may vary depending on the financial institution you use.

③ ATM service

Request a bankcard when you open an account. At an ATM you can deposit, withdraw, update your account book, transfer and check account balances, and remit payment for certain services. ATMs' business hours depends on the financial institution. Also, ATM business hours differ depending on the financial institution and the location of the ATM. Additionally, ATMs generally do not offer 24-hour service. For more information on these services, please contact each financial institution or Japan Post Bank.

(2) 両替・送金 (Ryogae and Sokin)-Foreign Exchange and Remittance

Foreign Exchange service is only available at major banks and Japan Post Bank where "Foreign Exchange" is posted. Exchange service may not work depending on various currency or amount of money, so please contact the appropriate institution. Please bring your passport and resident card or foreign registration certificate when exchanging currency.

① The way to send money overseas using bank:

Telegraph remittance

The commission fee varies from ¥5,000 to ¥7,500. For details, please contact your bank.

② There are three ways to send money overseas using Japan Post Bank:

Sending a foreign exchange certificate via airmail; sending money to the recipient's postal account; sending money to an overseas bank account (but it might not work in some countries). Service charge costs ¥2,500 uniformly. However, the charge will differ slightly when sending money to America. For more information on these services, please contact Japan Post Bank.

③ Foreign Exchange / Remittance services are only available during business hours.

Refer to (1)② of this section.

(3) 問い合わせ先 (Toiawase Saki) - Contact Information

Japan Post Bank: 0120-108420 (toll free)

8:30am ~ 9:00pm (weekdays)

9:00am ~ 5:00pm (Saturdays, Sundays, and public holidays)

9:00am ~ 5:00pm (December 31st - January 3rd)

Japan Post Bank English Info Line: 0120-085420 (toll free)

8:30am ~ 6:00pm (weekdays)

HP: <http://www.kyushu.yusei.go.jp/oita/sisetu.html>

Brochures about Japan Post Bank services in 8 languages (English, Chinese, Korean, French, Rumanian, Thai, Tagalong, and Portuguese) are available at Japan Post Bank Oita office.

4. 住居 (Jyukyo) - Accommodations Services

Real estate agents can help you find an apartment or house to rent. Their services are free, but when you sign a contract, the associated real estate agent is entitled to a commission. When you inquire at a real estate agent, you can ask to see several apartments. A representative of the real estate agent will take you there. Most of the agents belong to the association below, and it also handles your claims should you run into any trouble with your landlord.

Oita ken (Oita Prefecture) Takuchi Tatemono Torihikigyo Association

Address: 2-4-15, Kentokumachi

Telephone: 097-536-3758

Apartments and houses for rent are listed in magazines available at convenience stores and bookstores. These magazines are generally placed near the registers. They feature diagrams, explanations of the housing, rent and other fees, size, year of construction, type of flooring, location, and whether it has a bath. Maps in the back of the magazine can help you find the location of the housing. The real estate agency you use will take you to the apartment/house. The rent contract is usually finalized between you and the agency.

(1) 借用に際しての情報 (Shakuyo ni Saishiteno Joho) - Rental Information

Japanese apartments do not include standard cooking or laundry facilities such as a gas range, oven, refrigerator or washing machine. Please consider these expenses and the space they require when previewing apartment layouts.

Most landlords require foreign renters to have a guarantor, or “hoshonin.” This person should be Japanese, be willing to countersign the contract, and be willing to accept responsibility for the renter’s negligence regarding contract conditions.

In particular, changing interior or exterior features of your apartment such as painting is generally not permitted in the contract. In case of a breach of contract, a large amount of compensation could be claimed. In Japan, various fees are required when renting an apartment or house. Below you will find a description of the fees:

① 手付金 (Tetsuke-kin) - Deposit

This initial deposit is paid to the landlord to reserve the property. The deposit will be appropriated to become part of the first month’s rent after the contract is finalized.

② 敷金 (Shiki-kin) - Security Deposit/Key Money

In Oita the security deposit generally totals about three months’ rent. In the case of an outstanding balance, the landlord can deduct that amount from the shiki-kin. It can be also used towards damages caused deliberately or incidentally and repairing costs incurred due to inappropriate usage. Please refer to your contract regarding the amount of time you are required to notify the landlord and realtor before moving out. Naturally if you fail to notify them in time, you may be charged another month’s rent even after moving out. Also, before you sign the contract, if you find aspects of the apartment unsatisfactory, you must notify the realtor for repairs, otherwise it will become your own responsibility.

③ 仲介料 (Chukai-ryo) - Real Estate Agency's Commission

According to regulations, this payment should be less than one month's rent. It is non-refundable. This payment is for their organization services, handling the contracting, communication with the landlord, and acting as the liaison for your concerns regarding the apartment.

④ 家賃 (Ya-chin) - Monthly Rent

You must pay the rent for the following month by the end of each month. When you make a contract in the middle of the month, the rent will be pro-rated. However, if you move out mid-month, most landlords will not allow you to pay your rent according to the number of days you remain. In most cases, the whole month's rent must be paid even if you leave in the middle of the month.

* Generally, a sum of money totaling about five month's rent will be necessary before you move into an apartment or rented house.

⑤ 共益費 (Kyoeki-hi) - Neighborhood Fee

Some apartments have a monthly charge, which is used towards maintaining the neighborhood. Often this charge is simply tacked onto your monthly rent.

⑥ 保険 (Hoken) – Insurance

You may be required to purchase a comprehensive householders' policy or fraternal insurance towards any tenants' or personal liability in the event of fire and water leakage. The cost is approximately 20,000 yen.

(2) 家族用公営住宅 (Kazoku yo Koei Jyutaku) - Public Housing (for families)

Public housing is an option for families living in Oita City. However, availability is very limited. There are some requirements such as an upper income limit and full payment of taxes. Applications are accepted at the following locations:

Oita Municipal Public Housing
Public Housing Division
6th Floor, Oita City Office
Tel: 097-537-5977 (only in Japanese)

Oita Prefectural Public Housing
Oita Ken Jutaku Kyokyukosha
2-3-32, Shirosakimachi
Tel: 097-532-5135 (only in Japanese)

5. 医療保険制度 (Iryo Hoken Seido) - Health Insurance System

In Japan there are multiple kinds of social health insurance systems: National Health Insurance (NHI), Employee Health Insurance (EHI, there are several kinds), and Latter-Stage Elderly Healthcare System (LSEHS). LSEHS coverage is compulsory for those who are 75 years old or older. Those who are 65 years old or older with some specified disabilities can also enroll the LSEHS. NHI coverage is compulsory for those who are 74 years old or younger and are not enrolled in other social insurances. Foreign nationals living in Oita City who have gone through resident registration procedure and intend to stay in Japan more than three months should enroll one of the health insurance systems. These insurances above allow enrolled members to pay only a fraction of the medical expenses. Moreover, members can obtain benefits after a birth or death of family members who are enrolled in the insurance.

Please note that some medical expenses such as an extra charge for a private room in a hospital and special dental treatments are not covered by insurance.

(1) 国民健康保険 (Kokumin Kenko Hoken) – NHI

① Application Procedures

Bring proof that you intend to reside in Japan for more than three months. If your residence card or special permanent resident certificate indicates such, then it suffices. If not, bring your passport including visa and documents from the institution that invited you to Japan. It is best to determine exactly what documents are required before requesting your hosting institution to provide them. There is no fee to apply, but naturally there are fees to be a member of NHI. Please refer to the following examples for a person less than 40 years old:

Approximate Yearly Income	Number of enrolled members	NHI Payment
¥2,400,000	1	¥197,100/year
¥3,600,000	1	¥290,600/year
No income from the previous year	1	¥19,900/year

Contact Information:

“Fuka shikaku” section, National Health Insurance and Pension Division

2nd Floor, Main Building

Oita City Office

Tel: 097-537-5736 (only in Japanese)

② Payment of Medical Expenses

When you go for a medical exam, submit your NHI card at the reception desk. Using the card, you are only required to pay predetermined percentage (20% for children preschool age and younger, 30% for school age to 69 years of age, 10, 20, or 30% for 70 years and over and depending on income) of the medical expenses. After treatment, the card will be returned to you.

Contact Information:

“Kyufu” section, National Health Insurance and Pension Division

2nd Floor, Main Building

Oita City Office

Tel: 097-537-5735 (only in Japanese)

③ Changes to Registration Information

If your name or address changes, you must notify the City Office. Bring your NHI card and your foreign registration card to the NHI Division of the City Office or to one of its branch offices within 14 days. Also the NHI card must be returned for the following reasons:

- when the person become a member of EHI
- when the person moves out to the other municipality of Japan
- when the person returns to home country
- when the person goes on welfare
- when the person dies

Contact information:

“Fuka shikaku” section, National Health Insurance and Pension Division

2nd Floor, Main Building

Oita City Office

Tel: 097-537-5736 (only in Japanese)

④ Payment of Insurance Tax

NHI tax payments are made from June to March of the next year. When you receive a payment slip from NHI, you may proceed to pay your tax at most financial institutions, or at the NHI Division of the City Office. It is also possible to have your payments automatically transferred. Your health insurance tax payments are deducted from your pension payment, if you are 65 years old or older and satisfy certain requirements.

Contact Information:

“Fuka shikaku” section, National Health Insurance and Pension Division

2nd Floor, Main Building

Oita City Office

Tel: 097-537-5736 (only in Japanese)

⑤ Benefits of NHI

Benefits are available in the case of pregnancy or death.

- a) NHI provides a lump-sum benefit of ¥390,000 for a subscriber to subsidize maternity fees. Note that NHI provides ¥420,000 for a birth (including a stillbirth of the woman was pregnant for 22 weeks or longer) under medical supervision of medical institutions that have joined the Obstetric care compensation system. The benefit is also provided for a stillbirth or miscarriage if the woman was pregnant for 12 weeks (85 days) or longer. In this case, a proof issued by a doctor is required.
- b) In the case of death, NHI provides ¥20,000 for the person responsible for funeral services to subsidize funeral services. To register the death and receive payment, you submit the following materials at the City Hall (Counter No. 9 of the National Health and National Pension Division in the 1st floor of Main City Office, one of its branch offices, or Akeno office): insurance card, inkan of the host of the funeral, your bank account booklet, and a document that proves the host of the funeral such as 会葬礼状 (Kaiso Reijo)-a letter of appreciation for the funeral attendees. The death benefit is

only available if the person died in Japan and is paid to the person responsible for funeral services.

c)

Contact Information:

“Kyufu” section, National Health Insurance and Pension Division

2nd Floor, Main Building

Oita City Office

Tel: 097-537-5735 (only in Japanese)

(2) 被用者保険 (Hiyousha Hoken) - EHI and other Employee Health Systems

Your company will handle all procedures for you, so for more details please contact your employer.

(3) 後期高齢者医療制度 (Kokikoreisha Iryo Seido) - Latter-Stage Elderly Healthcare System (LSEHS)

① Application Procedures

Those who have been enrolled in NHI or Employee’s Health Insurance will be switched to LSEHS automatically on the birthday of 75 years old.

Those who have not joined those insurances need to apply for LSEHS. The procedure for being insured under the LSEHS is the same as the NHI.

Contact Information:

“Fuka shikaku” section, National Health Insurance and Pension Division

2nd Floor, Main Building

Oita City Office

Tel: 097-537-5736 (only in Japanese)

② Payment of Medical Expenses

When you go for medical exam, submit your insurance card at the reception desk. Using the card, you are only required to pay 10% (30% for those whose income exceeds a certain amount) of the medical expenses.

Contact Information:

“Kyufu” section, National Health Insurance and Pension Division

2nd Floor, Main Building

Oita City Office

Tel: 097-537-5735 (only in Japanese)

③ Change of Registration Information

If your name or address changes, you must notify the City Office within 14 days. Also the insurance card must be returned for the following cases:

- when the person moves out to the other municipality of Japan
- when the person returns to home country
- when the person goes on welfare
- when the person dies

Contact information:

Fuka Shikaku Group, National Health Insurance and Pension Division

2nd Floor of Main Building

Oita City Hall

Tel: 097-537-5736 (only in Japanese)

④ Payment of Insurance Premium

Latter-Stage Elderly Healthcare Insurance premium payments are made from July to February of the next year. When you receive a payment slip from the City of Oita, you may proceed to pay your premium at most banks or at the NHI Division of the City Office. It is possible to have your payments automatically transferred. Your health insurance tax payments are deducted from your pension payment, if you satisfy certain requirements.

Contact Information:

“Fuka shikaku” section, National Health Insurance and Pension Division

2nd Floor, Main Building

Oita City Office

Tel: 097-537-5736 (only in Japanese)

⑤ Benefits of LSEHS

In the case of death of the insured, LSEHS provides ¥20,000 for the host of funeral services to subsidize funeral services. To claim the benefit, you submit the following materials: insurance card, Inkan and bank account booklet of the person hosting the funeral services, and a document that proves the host of the funeral such as 会葬礼状(Kaiso Reijo)-a letter of appreciation for the funeral attendees.

Contact information:

“Kyufu” section, National Health Insurance and Pension Division

2nd Floor Main Building

Oita City Hall

Tel: 097-537-5735 (only in Japanese)

6. 国民年金制度 (Kokumin Nenkin Seido) - National Pension System

If you are between the ages of 20 and 59 who have residential registration in Japan, by law you must join the National Pension System (NPS).

However, if you are employed by a company and will be enrolled in the Employees' Pension Insurance System (EPIS) or other public pension system, application for NPS is not required. Please consult your company for enrollment in other pension system because it is each company's responsibility to ensure pension coverage for its employees.

(1) 国民年金への加入手続き (Kokumin-Nenkin eno Kanyu Tetsuzuki)

- Procedures to Join the National Pension System

You may apply for NPS at the City Office (either at the National Pension Office of main city office or at branch offices including Honkozaki liaison office and Isshakuya liaison office) with your passport.

(2) 年金手帳 (Nenkin Techo) –Pension handbook

When your enrollment procedure is completed, you will receive your Pension Handbook. Please note that you will need it throughout your lifetime and make sure you always keep it in a safer place. Your Pension handbook is essential to prove your identity when you apply for your benefits.

(3) 保険料の納付 (Hokenryo no Nofu) - Payment

The monthly NPS premium is ¥15,250 as of April 1st, 2014. Payment slips will be sent by the Social Insurance Agency. You can pay the bill at financial institutions and designated convenience stores, pay by credit card, or apply for automatic withdrawal from your account or savings.

* Payment Problems: If you have difficulty paying the monthly premiums, please consult the city office rather than failing to pay. When your income of the previous year is under the standards or when you left a job, you may qualify for exemption or payment extension. Students who have special difficulty in paying premium can also apply for exemption.

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(4) 年金の請求手続きと給付 (Nenkin no Seikyu Tetsuzuki to Kyufu)

- Benefits and Claims

After qualifying for coverage, if a necessary condition is filled you will be entitled to the following benefits provided by NPS:

- ① If you become disabled: Disability Basic Pension
- ② If you die, and your child or your spouse with a child is left: Survivors' Basic Pension
- ③ When you reach 65: Old-Age Basic Pension

(5) 脱退一時金 (Dattai Ichijikin) - Lump Sum Withdrawal Payment

Qualification: The payment is granted to those who meet the following conditions:

- ① Those who do not possess Japanese citizenship.
- ② Those who have paid pension premiums for 6 months or more.
- ③ Those who do not have a place of residence in Japan.
- ④ Those who have never received any kind of pension payment.

※Application: Please obtain the Claim Form (for the Lump-sum Withdrawal Payments) (available at the Oita Pension Office) while you are in Japan, and mail it within two years of leaving Japan. Forms should be sent directly to the headquarters of Japan Pension Service. Documents to be attached are as follows.

- ① Your pension handbook
- ② A photocopy of your passport including a copy of the page that indicates your departure date of final departure from Japan, your name, date of birth, nationality, signature and residence status.
- ③ If a “Certified Bank Stamp” is not affixed to the claim form, a document verifying the name of your bank, your branch office, branch address, account number and that the name of the account holder. (Certificates issued by the bank, etc.)

Note:

In case of receiving the lump sum withdrawal payment, the term corresponding to that amount is not considered as the pension enlistment period.

(6) 問い合わせ先 (Toiawase Saki) - Contact Information

National Pension Office
(Oita City Office)
Tel: 097-537-5617
(only in Japanese)

Japan Pension Service Oita Branch
2-18-15, Higashitsuru, Oita City
Tel: 097-552-1211
(only in Japanese)

7. 介護保険 (Kaigo Hoken) – Long-Term Care Insurance

This is a mutual assistance system in which the society as a whole supports those who are facing the need of long-term care. The person aged 40 and older who resides in Oita City, have completed resident registration and is accepted to stay in Japan for three months or longer needs to enroll the long-term care insurance. It is a system to provide elderly people with the necessary care services when they are in conditions that require long-term care and assistance, so that it supports the insured persons and their family.

In addition, 元気はつらつ教室(Genki Haturatsu Kyoshitsu)-Class for Happiness and Health and other various services are provided to prevent the need for nursing care as much as possible. Those who are eligible to receive long-term care services are those aged 65 and over who need care and those aged 40 to 64 who need long-term care and assistance due to having specially designated illnesses.

(1) Payment of Insurance Premium

For persons aged 40 to 64, premiums for long-term care insurance are determined by each public health insurance program and collected together with health insurance premiums.

For persons aged 65 or older who receive the pension at ¥180,000 or over per year, premiums can be paid in automatic deduction from pension payments.

For persons aged 65 or older who receive the pension at under ¥180,000 per year, premiums can be paid in direct payment by the subscriber using the payment slips provided the city or by bank transfer. Payment slips will be mailed to you in June and payments should be made from June to Match of the next year.

(2) Change to registration Information

If you are 65 years old or older, you must notify to 長寿福祉課 (1st floor in the main city office) for necessary procedures in the following cases. Bring the long-term care certificate.

- ① Move into Oita City
- ② Move out of Oita City
- ③ Change your residence within Oita City
- ④ Death

(3) Benefits of Long-Term Care Insurance

Nursing care services (You must file an application that must be approved and certified, stating that long-term care is necessary.)

Welfare services for the elderly such as “Assistance for social participation and promoting a positive attitude in life”, “At-home care assistance and services for the elderly” and “other assistance for the elderly” are available. As community-based support projects, “元気はつらつ教室(Genki Haturatsu Kyoshitsu)-Class for Happiness and Health”, and “地域包括支援センター(Chiiki Hokatsu Shien Center)-Using the community comprehensive support centers” are available. For more details, contact 長寿福祉課 at the 2nd floor in the second building of the city office, or call at 097-537-5679. (only in Japanese)

8. 自動車免許 (Jidosha Menkyo) – Drivers' License

To drive in Japan, you are required to have a Japanese Drivers' License or an International Drivers' License if you are from a country/region that is affiliated to the Geneva Convention. (Individuals who possess a Swiss, German, French, Belgian, Slovak, Monacan, or Taiwanese license are authorized to drive in Japan for a year from the date of arrival with that license and its authorized Japanese translation.) An International Driving Permit can be used for one year from the date of issuance.

What follows are the conditions and procedures required to pursue obtaining a Japanese Drivers' License for candidates who possess licenses from their home countries.

(1) 必要な条件 (Hitsuyo na Joken) - Conditions:

- ① The driver's license from the candidate's home country is still valid.
- ② The candidate lived in the country for total more than three months after receiving the license.
- ③ The candidate is required to pass a written examination, driving test and aptitude test, which includes an eyesight test and physical test. Candidates with a drivers' license issued from any of the following 26 countries/region are exempt from taking both the written examination and driving test, but must take the aptitude test: Australia, Belgium, Denmark, Finland, France, Germany, United Kingdom, Greece, Italy, Iceland, Ireland, Luxemburg, Holland, New Zealand, Norway, Portugal, Spain, Sweden, Switzerland, Austria, Czech Republic, Canada, Korea, Slovakia, Monaco, and Taiwan. Currently the written examination is offered in eight foreign languages, which are English, Chinese, Korean, Spanish, Portuguese, Persian, Russian, and Thai with the Japanese translation included in all versions and Candidates must score at least 7 out of 10 points to become qualified. Those who pass the written examination can take the driving test. Candidates must use a licensing center vehicle for the driving examination. Both automatic and manual cars are available, but the license will be limited to driving only automatic cars if the candidate takes the test with an automatic car.

(2) 手続きに必要な書類 (Tetsuzuki ni Hitsuyo na Shorui)

- Documents Required for the Procedures:

- ① Driver's license from home country.
- ② Passport or other ID (to verify residence in home country exceeds three months after obtaining the driver's license).
- ③ Certificate of residence *Refer to 1(3). (Nationality needs to be stated on the certificate.)
- ④ Official translation of driver's license from home country: Bring the drivers' license from your home country to either of your embassy, consulate, or the Japanese Automobile Federation (JAF) Fukuoka branch for this service. JAF Oita branch does not provide translation service; however takes inquiries and accepts applications of translation request. It costs about ¥3,000.
Nippon Jidosha Renmei Oita Shibu (JAF Oita branch)
119-2 Shimogori, Oita City
Tel: 097-567-7000
- ⑤ One photograph (3cm x 2.4cm): Candidate must be shown without a hat and without other objects in the photo. The photo should be taken within 6 months.
- ⑥ Fees: Fees include application fee (varies depending on the type of license), car rental fee, and registration fee (if you pass the exam).

(3) 予約・連絡先 (Yoyaku・Renrakusaki) - Reservation and Contact Information

Reservation is required when you apply for a Japanese Drivers' License.

Interpretation service is not available, so a candidate who cannot speak Japanese must bring an interpreter.

* Oita-Ken Keisatsu Honbu Kotsubu Unten-Menkyo-Ka

(Department of Motor Vehicle Licensing, Oita Prefectural Police)

6687 Matsuoka, Oita City Tel: 097-528-3000

Open from Monday through Friday (8:30a.m.-5:15p.m.), excluding public holidays.

Reception hours: 1:30p.m.-2:00p.m

9. 電話 (Denwa) - Telephones

(1) 電話番号の読み方 (Denwa Bango no Yomikata) - How to Read Phone Numbers

Example: 097 - 534 - 6111
 City Code- District Code - Phone Number

As in other countries, drop the City Code when you call within city limits. The City Code is only necessary when you make a call outside the City.

(i.e. Tokyo: 03 Osaka: 06 Fukuoka: 092 Oita: 097)

※“Free Dial”

“フリーダイヤル” or Free Dial is a Japanese toll-free service.

Major toll-free numbers are start with “0120.”

(2) 公衆電話の使い方 (Koshu Denwa no Tsukaikata)

- How to Use Public Telephones

① Lift receiver, deposit coins (¥10 or ¥100), or insert a phone card into the slot. Confirm the dial tone before dialing. If you hear a warning beep, deposit more coins or insert a phone card. Note that change from a ¥100 coin is not returned.

② “Can be used for International calls” will be displayed on the screens of public telephones from which international calls can be made. To make an international call, dial following the numbers below:

1. Access code of the carrier*

0033: NTT Communications

001: KDDI

0061: SoftBank Telecom

2. 010

3. Country code

4. Area code

5. Phone number of the person you're calling

(3) 電話を受けたい時は (Denwa o Uketai Toki wa) - Receiving Phone Calls

There are two ways to obtain personal phone service in Japan. One is to purchase a cellular or portable phone, and the other is to install a home phone line.

① Cellular or Portable Phones and PHS

You can purchase this type of phone from several companies in Oita. Most of the information necessary to apply for a cellular phone is identical to that for a home phone line. Area coverage, available services, and contract terms and conditions can vary widely between companies. Japan often has signage to discourage cellular phone use in certain locations, so please observe these warnings as well as not using your cellular while driving. Below is a list of local cellular phone companies (Toll Free):

- NTT DoCoMo: 0120-005-250 (Automatic response)
Foreign language speakers of English, Chinese, Portuguese, and Spanish are available.
- SoftBank: 157 or 0800-919-0157 (Automatic response)
- au: 0077-7-111 (Automatic response)
Foreign language speakers of English, Chinese, Korean, Portuguese, and Tagalog are available.
(9:00am-8:00pm)
※Caller needs to request the desired language to the operator after the automatic response recorded in Japanese.

② Installation of Home Phone Line

Call NTT WEST at 116 (Japanese) or at 0120-064-337 toll free (English, Portuguese, Spanish, Korean) to apply for installing a home phone line or for further information. Business hours for the hotline 116 are 9am-5pm every day except for December 29th through January 3rd. Business hours are the same for the hotline 0120-064-337 except for weekends and public holidays. If you apply for home line installation, the following are essential items:

- ① Identification documents such as passport and any of residence card, special permanent resident certificate, or foreign registration card
- ② Installation fee. Approximately ¥10,000. Varies depending on the work
- ③ Your address and other information
- ④ At the time of installation, you must choose one of the five telephone service plans: 'Entry', 'Entry Light Plan', 'INS Net 64 Plan', 'INS Net 64 Light Plan', or 'FLET'S Hikari & Hikari Denwa'.

The subscription fee of ¥36,000 (excl. tax) and the contract fee of ¥800 (excl. tax) are required for joining the 'Entry' or 'INS Net 64 Plan'.

Refer to the NTT official website for details of their services as below:

<http://www.ntt-west.co.jp/product/index.html> (Japanese)

<http://www.ntt-west.co.jp/english/> (English)

NOTICE: When a person makes a call to you from overseas, he/she must drop the first zero of the city code.

For example: country code + city code + district code + individual code

correct 81 + **97** + 534 + 6111

incorrect 81 + **097** + 534 + 6111

(4) 自宅から国際電話をかけたいた時 (Jitaku kara Kokusai-Denwa o Kaketai Toki)

- Making International Calls from Home

Telephone charges, method of calling and the countries or areas you may call differ between telephone companies.

For more information, please contact the individual companies.

(5) 自宅の電話で電話会社を選ぶには

(Jitaku no Denwa de Denwa Gaisha o Erabu niwa)

-Choosing your Home Line

After getting a home line, if you wish to apply for another telephone company (other than NTT), please contact the companies on the following page.

(Reference) Visit http://www.myline.org/index_e.html, click "English," and click "What's MYLINE?"

(6) 電話帳 (Denwa Cho) - Phone Book

There are two types of Japanese telephone directories: Town Pages (business sorted by industry) and Hello Pages (businesses and individuals). If you have a home line, you can order these directories for free. Contact NTT WEST toll free at 0120-064-337 (Language of English, Chinese, Korean, Portuguese, and Spanish are available.), or at 0120-506-309 (Japanese) for more information about these books. In addition, i-Town page is available in English for more information.

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(7) 問い合わせ先 (Toiawase Saki) - Toll-Free Contact Information

NTT Communications	0120-506506
NTT West Japan	0800-2000-116
QT Net (Kyushu Telephone)	0120-75-0086
KDDI	0077-777 or 0120-22-0077
SoftBank Telecom	0088-82
Deutsche Telecom	0120-701-874
Fusion Communications	0120-987-100
Verizon Business	0120-61-0071

II. 緊急・健康管理 - Emergencies and Health Concerns

1. 緊急時 (Kinkyu ji) - Emergencies

(1) 消防署 (Shobo-Sho) - Fire Department and First Aid

Emergency Number: 119

For non-emergency concerns: 097-532-2187 (only in Japanese)

(2) 警察署 (Keisatsu-Sho) - Police, Crimes and Traffic Accidents

Emergency Number: 110

For non-emergency concerns: (only in Japanese)

Residents in central Oita: 097-533-2131

Residents in eastern Oita: 097-527-2131

Residents in southern Oita: 097-542-2131

* When making an emergency call from a pay phone, just pick up the receiver, push the red emergency button and dial the emergency number above.

Dialogue for emergency calls:

1. Your problem = _____ DESU
KAJI = fire
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OHKEGA = serious injury
KYUBYO = sickness
JIKO = traffic accident
DOROBO = robbery
STOHKA = stalker
2. Your name = WATASHI WA _____ DESU
3. Your location = _____ NI IMASU
4. Telephone number = DENWA BANGO WA _____ DESU
5. Request an ambulance = KYUKYU SHA ONEGAI SHIMASU
6. Request a speaker of English = EIGO GA WAKARU HITO O
ONEGAI SHIMASU

* Warning regarding ambulances in Japan: Ambulance service is free of charge. However, they are only available for serious injury and sickness. If you are not in immediate danger, you must go the hospital by taxi or car. Should you need to go to the hospital, have some money (about ¥10,000) and your insurance card for procedures at the hospital.

(3) 自然災害 (Shizen Saigai) - Natural Disaster

Typhoons and Heavy Rains: Typhoons come to Oita Prefecture from June to September, bringing heavy rain and strong wind. Damage resulting from typhoons can cause many services to be cut such as gas, electricity, phone, and water. Heavy rains may also cause roads and schools to close, and transportation to disrupt. When a typhoon occurs, the latest info can be available from weather reports on TV or radio.

Earthquakes: Compared with other areas of Japan, Oita Prefecture's earthquakes have not been so powerful. However, the potential for dangerous earthquakes still exists. Once an earthquake occurs, houses may collapse, fires may break out, and tsunami or landslides may occur.

* If you are at home when you feel an earthquake, please take the following precautions:

- ① Turn off all gas, ovens, and heaters.
- ② Open doors and windows so you can escape after the earthquake.
- ③ Protect yourself by NOT going outside, stay away from walls, furniture, glass, and other things that are likely to fall, and hide under a sturdy desk or table.

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* If you are **outside** when you feel an earthquake:

Take refuge inside a building or an open area AWAY from walls, glass, advertising board, and other things that are likely to fall.

* Phone lines may be down after a powerful earthquake. Take precautions such as contacting your consulate or embassy so loved ones in your home country will know you are safe. Also have a pre-arranged meeting area or message exchange location for your family in the aftermath of a disaster.

Natural disasters such as typhoons and earthquakes happen unexpectedly. It is necessary to take clam when they happen.

“Multilingual Disaster Preparedness Guidebook” tells how to prepare for disaster before it happens and what to do when it happens. The guidebook is published on “KOKUSAI WEB” in 4 languages of Japanese, English, Chinese, and Korean. Please take some time to read through it.

2. 医療 (Iryo) – Medical care

Illness and injury can be treated at clinics or hospitals. Since each clinic or hospital has different specialty, patients need to figure out which clinic/hospital is appropriate for his/her symptoms. Because most of clinics/hospitals do not provide multilingual services, it is recommended to bring someone who speaks Japanese. This booklet includes a vocabulary list of English, Chinese, and Korean for common symptoms at the end that may help patients describe his/her condition to the doctor.

Health insurance card and some money will be needed when receiving exams and treatments. Please refer to I-5 Health Insurance System on page ○○ for how to enroll a health insurance system.

★Below is a website patients can search multilingual clinics/hospitals.
Oita Medical Information HOT NET (Japanese, English, Chinese, and Korean are available to use for searching.) http://iryjo-joho.pref.oita.jp/
<How to use the website> ①Click “Search in a variety conditions in Look for a medical institute” ②Click “Service of medical institution, Amenities” ③Check desired languages

★Below are the guidebooks providing useful information about health, illness, childbirth, etc.
(Japanese) http://www2.oitaplaza.jp/iryjo/iryjo_hand_j.pdf
(English) http://www2.oitaplaza.jp/iryjo/iryjo_hand_e.pdf
(Chinese) http://www2.oitaplaza.jp/iryjo/iryjo_hand_c.pdf
(Korean) http://www2.oitaplaza.jp/iryjo/iryjo_hand_k.pdf
(Tagalog) http://www2.oitaplaza.jp/iryjo/iryjo_hand_t.pdf
(Portuguese) http://www.clair.or.jp/tagengorev/pt/index.html
(German) http://www.clair.or.jp/tagengorev/de/index.html
(French) http://www.clair.or.jp/tagengorev/fr/index.html
(Spanish) http://www.clair.or.jp/tagengorev/es/index.html
(Indonesian) http://www.clair.or.jp/tagengorev/id/index.html
(Thai) http://www.clair.or.jp/tagengorev/th/index.html
(Vietnamese) http://www.clair.or.jp/tagengorev/vn/index.html
(Russian) http://www.clair.or.jp/tagengorev/ru/index.html

*AIDS Services - You can make a reservation for AIDS consultation or testing at the Oita City Public Health Center. Potential patients can have free anonymous testing with a reservation by phone at 097-537-8190 (only in Japanese)

3. 出産・育児 (Shussan・Ikuji) - Giving Birth and Parenting

(1) 出産 (Shussan) - Giving Birth

①母子健康手帳 (Boshi Kenko Techo) - Maternal and Child Health Handbook

In Japan there are various services available to pregnant women and babies. To register your pregnancy, you need to fill out a Pregnancy Notification Form at the Public Health Care Center, East and West Public Health & Social Welfare Center, Citizens' Division of the City Office or its branch offices, Honkozaki liaison office, and Isshakuya liaison office. You will receive the Maternal and Child Health Handbook, called "Boshi-Kenkei-Techo." This handbook is required in receiving parental checkup and in having infant checkup and vaccinations. If you send the post card attached to the handbook to the public health center, you can receive health guidance by a public health nurse or maternity nurse. The handbook in Japanese is free.

Two-language-version (Japanese and English, Chinese, or Tagalog) is available only at the Central Health Center of Public Health Care Center, East and West Public Health & Social Welfare Center at a cost of ¥787 respectively (tax inclusive).

②妊婦健康診断受診票 (Ninpu Kenko Shindan Jushin Hyo) –Parental Checkup Tickets:

Parental checkup tickets are issued for expectant mothers who have been registered as residents of Oita City. The tickets and the maternal and child health handbook are required for the parental checkups.

③出生届及び関連の手続き (Shussyo-Todoke oyobi Kanren no Tetsuzuki)

- Birth Registration and Related Procedures

If you give birth in Japan, you or a member of your household must register at the Citizens' Division of the City Office or any of its branch offices within 14 days including the date of birth. You must bring the Maternal and Child Health Handbook, a copy of the Birth Notification issued by the hospital, your NHI certificate (if you are a participant) and an inkan (a mitome-in suffices). Upon registering the birth, a Certificate of Birth Registration is issued by the City Office.

If your baby does not have Japanese nationality and you want your baby to stay in Japan more than 60 days after birth, you must apply for visa status and period of stay of your child at the Immigration Bureau within 30 days of birth.

The residence card will be issued when your baby is granted permission of status of medium to long term residence by the Immigration Bureau. If the baby is a special permanent resident, you need to apply for the baby's special permanent residency status within 60 days of birth. Please do not forget to notify to the consulate of your country of the birth.

④出産育児一時金 (Shussan Ikuji Ichijikin) - Birthing and Infant Care Allowance

If the baby's mother is enrolled in NHI, ¥390,000 is provided to support the costs of giving birth. Under medical supervision of medical institutions that have joined the obstetric care compensation system, ¥420,000 is provided.

As basically you can apply at your medical institution for this allowance, you do not need to apply at Oita City office. Applying for this allowance directly at the city office without going through the medical institution is available. (In this case, you temporarily need to pay the delivery expenses to the medical institution.) In case the actual delivery expenses are less than the allowance, you need to claim to receive the balance directly to the city office. Please apply at window 9 on the 1st floor of main city office, its branch offices, or Akeno community Branch Office. The following materials are necessary to apply for the allowance:

1. NHI card
2. Bank account information
3. Inkan of householders (stamp-style inkan is not accepted)
4. Maternal and Child Health Handbook
5. A copy of documentation issued by the medical institution concerning representative agreement
6. Payment details issued by the medical institution that show:
 - I. that the medical institution does not apply for the allowance.
 - II. that the medical institution has applied for the allowance, however the delivery costs are less than the allowance.
 - III. if the delivery has been under medical supervision of medical institutions have joined the obstetric care compensation system.

If you are a member of the other public health insurance program, please apply to the insurance office.

⑤ 予防接種 (Yobo Sesshu) - Baby's Vaccinations:

Oita City offers several vaccinations for babies who are registered as a resident of Oita City. Information about vaccination schedules and where to get vaccinations appears in Oita City's Home Page (<http://www.city.oita.oita.jp/>) as well as in the April 1st issue of "Shiho Oita" (the municipal bulletin board). Please bring the Maternal and Child Health Handbook when receiving vaccinations.

⑥ こんにちは赤ちゃん訪問 (Kon-nichiwa Akachan Homon) - Hello Baby Home-Visit Counseling program

Oita City visits every household who has a baby aged 4 months or younger. Child welfare volunteers or health nurses provide childcare consultation.

⑦ 乳幼児健康診査 (Nyuyouji Kenkoshinsa) –Children Checkups:

Oita City provides registered resident babies with a 3-4 months checkup, a 7-8 months checkup, a 9-11 months checkup, an 18 months checkup, and a 3 years checkup, respectively.

The Consultation Forms are sent. Please bring the Consultation Form and the Maternal and Child Health Handbook on the day you go for the medical checkups.

Contact information:

Oita City Health Care Center Health Care Division

6-1, Niagemachi

Tel: 097-546-2516 (only in Japanese)

⑧すこやか育児相談 (Sukoyaka Ikuji Sodan) - Consultation Service for Infant Care

The public health center provides the following phone service:

Operating hours: Monday - Friday 9am - 4:30pm

Tel: 097-537-8181 (only in Japanese)

Advice and information regarding infant care are also available in Japanese at the following organization.

Contact information:

Child-raising within community Support Center (In HorutoHall Oita)

1-5-1, Kanaikeminami

Tel: 097-576-8245 (only in Japanese)

(2) 育児 (Ikuji) - Parenting and Child Care Information

① 保育所 (Hoiku Sho) – Childcare Centers

There are more than 60 authorized childcare centers in Oita City, which care for children whose the parents work, parents are under medical treatment, or the parents have other reasons that cannot care their children. Children between 3 months and kindergarten age can be accepted to these nursing centers. The fee depends on your income tax. For application or more information, please contact the Family Services Division of the City Office.

② ここにこルーム - Niko Niko Room

Children over 18 months old who are mentally or physically challenged can be accepted to the Niko Niko Room. Advisory service is also available to support the family. -37-

For more information, please contact Niko Niko Room.

Contact information:

Niko Niko Room (in HorutoHall Oita)

1-5-1, Kanaikeminami

Tel: 097-576-8247 (Japanese only)

③ 児童手当 (Jido Teate) - Child Allowance System

Child allowance is given to the parent or guardian who fosters a child. The parent or guardian can receive the allowance until the first March after the child turns 15 years old. Both the parent/guardian and the child need to be registered as residents of Oita City. Apply for the allowance at the Child-care Support Division, East Public Health & Social Welfare Center, West Public Health & Social Welfare Center, or any of Oita City branch offices within 15 days of the date of occurrence such as moving into Oita or birth. The allowance is paid three times a year, February, June, and October. Please note that delay of application can be a cause of missing some allowances.

<Monthly Allowance>

In case the income of parent/guardian is less than the limit:	
All children aged 2 or younger	¥15,000
The first and the second children aged over 3 up to elementary school students	¥10,000
The third children aged over 3 up to elementary school students	¥15,000
All junior high school students	¥10,000
In case the income of the parent/guardian is more than the limit:	
All children up to junior high school students	¥5,000

<Income limits>

Number of family dependents	Income limits
None	¥6,220,000
1 person	¥6,600,000
2 people	¥6,980,000
3 people	¥7,360,000

※The income limit increases ¥380,000 for each dependent.

④ 児童育成クラブ (Jido Ikusei Club) - Child Care Club

Children between 1st and 3rd grade who are alone at home after school can be admitted to this club that provides play time for kids. Most elementary school districts have a club, but there are also some that do not. In principle, the clubs are open for after school hours and school vacations, Monday through Friday. Each club has different service hours. And the cost of ¥4,500 per child per month and the expense of snacks are required.

問い合わせ先 (Toiawase Saki) - Contact Information

Child-care Support Division

Tel: 097-537-5675

(only in Japanese)

4.福祉 (Fukushi) - Welfare Services

For details please contact the following divisions of City Office (preferably in Japanese).

Social Welfare Division for the Elderly: 097-537-5679

Social Welfare Division for the Disabled: 097-537-5658

Livelihood Assistance Division: 097-537-5621

5.女性に対する暴力についての相談窓口 - Consultation Services for violence against women

Violence from “intimate partner” such as husband, a partner, or a dating partner is called Domestic Violence (DV.) In romantic relationships, DV is not only physical abuse, but takes some forms such as mental abuse and economic abuse used by one person to control the other without bodily harm.

And the other violence against women such as sexual harassment, stoking, and sexual crimes is acknowledged as a violating of women’s human rights.

Please do not hesitate to call for consultation at the followings.

【Consultation Services】

In regards to violence from husband or partner (DV)

◆ Oita Prefecture spousal Violence Counseling and Support Center

・婦人相談所(Fujin Sodanjo)

Tel: 097-544-3900

9:00am - 9:00pm Monday - Friday

1:00pm - 5:00pm, 6:00pm - 9:00pm Saturdays, Sundays, and public holidays

Consultation in person (Appointment necessary)

9:00am – 5:00pm Monday – Friday

(Excluding public holidays, year-end, and new- year holidays)

・消費生活・男女共同参画プラザ –アイネス (Shohisha Seikatsu Danjo Kyodo Sankaku Plaza i-ness)

Tel: 097-534-8874

9:00am - 4:30pm Monday – Friday

(Excluding public holidays, year-end, and new- year holidays)

◆ Chuo Child and family Support Center

Tel: 097-537-5666

8:30am – 6:00pm Monday – Friday

(Excluding public holidays, year-end, and new- year holidays)

In regards to violence and stoking from husband or partner

◆ Oita Prefectural Police

Tel: 097-534-9110 / 097-537-4107 / 097-534-5110

9:30am - 5:45pm Monday – Friday

(Excluding public holidays, year-end, and new- year holidays)

※Local police stations are also available.

Oita Central Police Station 097-533-2131

Oita East Police Station 097-527-2131

Oita West Police Station 097-542-2131

In regards to women's various distress

- ◆ 消費生活・男女共同参画プラザ（アイネス） (Shahisha Seikatsu Danjo Kyodo Sankaku Plaza i-ness)
Tel: 097-534-8874
9:00am - 4:30pm Monday – Friday
(Excluding public holidays, year-end, and new- year holidays)
- ◆ Oita City Gender Equality Promotion Center
Tel: 097-574-5578
2:00pm – 8:00pm Tuesday – Thursday
10:00am – 4:00pm Saturday
(Excluding public holidays, year-end, and new- year holidays)

In regards to sexual harassment and gender-based discriminatory treatment

- ◆ Oita Labor Bureau
Tel: 097-532-4025
8:30am - 5:15pm Monday – Friday
(Excluding public holidays, year-end, and new- year holidays)

In regards to sexual harassment in schools

- ◆ Education Supervision Division, City of Oita
Tel: 097-537-5648
8:30am - 5:15pm Monday – Friday
(Excluding public holidays, year-end, and new- year holidays)
- ◆ 大分県人権・同和教育課 (Jinken Dowa Kyoiku ka) Oita Prefectural Government
Tel: 097-534-4366
9:00am - 5:00pm Monday – Friday
(Excluding public holidays, year-end, and new- year holidays)
Consultation by e-mail is available at no-sekuhara@pref.oita.lg.jp

In regards to general human rights of women

- ◆ Oita District Legal Affair Bureau
Tel: 0570-070-810
8:30am - 5:15pm Monday – Friday
(Excluding public holidays, year-end, and new- year holidays)

III. 公共サービス・公共制度 - Utilities and Public Services

1. 電気 (Denki) - Electricity

In Oita City, there is only one company that provides electricity, Kyushu Denryoku. “An electricity use application card” will likely be waiting for you in a new apartment or home. Electric current in Kyushu is 60 cycles/100volts. If you have appliances that use a different current, please refer to the instruction manual or consult someone at an appliance store. For further information about your electricity service, please contact Kyushu Denryoku Oita Branch at 0120-986-504 (only in Japanese).

(1) 使い始めるとき (Tsukaihajimeru Toki) - To Begin Service

Switch the limiter and the breaker to ON. On the power switchboard you will find several switches. The main power switch is called the limiter, and auxiliary switches that branch power into various rooms or appliances are called breakers. Fill out the application card that is in the mailbox or in the room, and mail it to Kyushu Denryoku.

If you want automatic deduction from your account (refer to (3) for payment below), fill out “An automatic deduction request form of electric charges”. If electricity does not come on after switching the limiter and the breakers to ON, or you cannot find the card or the notification, contact Kyushu Denryoku Oita Branch.

(2) 停電したとき (Teidenshita Toki) - In Case of Power Failure

When the total ampere you are consuming has exceeded the contracted limit, the amperage limiter cuts off the current. In that case, turn off some electrical appliances to lower the amperage, and push up the limiter switch. When any electrical appliance does not work properly, disconnect and stop using it. If the limiter does not work for turning on or turning off the lights, please contact Kyushu Denryoku Oita Branch.

(3) 料金の支払い (Ryokin no Shiharai) - To Pay Your Bill

Your meter is checked once a month, and you are notified about your power consumption. You can pay your electricity bill at banks or convenience stores. It is also possible to arrange for automatic deduction from bank or postal accounts.

(4) 使用を中止するとき (Shiyo o Chushisuru Toki) - To Terminate Service

Notify Kyushu Denryoku 4-5 days prior to moving out and arrange payment. When you move out, be sure to switch the limiter to OFF.

* Important: You must stop service when you move out because supplying electricity to a vacant house can cause a fire. Also, when the new resident moves in, figuring out the final bill payment can be complicated by your failure to notify Kyushu Denryoku of your last day of service.

(5) 契約アンペアを変更するとき (Keiyaku Anpea Wo Henko Suru Toki) –Changing amperage

If you wish to change the amperage you receive, please contact Kyushu Denryoku after you get an approval of your landlord. In case a breaker turns off with the limiter on, it becomes necessary to ensure that you use appliances appropriately or to do work on the indoor hardwiring such as increasing the number of circuits. Moreover, it is essential to get landlord approval prior to contracting with an electrician to perform work.

2. ガス (Gasu) - Gas

There are two types of gas in Oita City. One is natural gas provided by Oita Gas Co. (Tel. 534-2211) and the other is LP Gas (Liquefied Propane Gas). The type of gas you use is predetermined by your apartment or house, so you must use appliances that match. Using appliances not suited to your gas type is extremely dangerous and results in incomplete combustion and fire hazards.

(1) 料金の支払い (Ryokin no Shiharai) - Paying Your Bill

Your meter is checked once a month and you are notified about your gas consumption. You can pay your gas bill at financial institutions and convenience stores. It is also possible to arrange for automatic deduction from your bank or postal accounts.

(2) 引っ越しのとき (Hikkoshi no Toki) - When Moving In or Out

① Natural Gas

Contact Oita Gas Co. to establish a service contract by 2 or 3 days before moving in. The new address, name of tenant, and contact (telephone number) are required. When moving out, be sure to let them know 5 days prior to the cut-off date. They will ask for your customer number, which is written on the meter record, so have it handy when you make the call.

② Propane Gas

There are many local merchants of propane gas. Please find the nearest retailer in your neighborhood to establish or cut off service.

3. 水道 (Suido) - Water Service

In Oita City, the water service is managed by the Municipal Water Works Bureau (WWB). Water is purified at various water purification plants and you can safely drink it straight from the faucet.

(1) 使い始めるとき (Tsukaihajimeru Toki) - Starting Water Service

If you speak Japanese, you can request initiation of service by making a call to the office listed in (4) Contact Information and providing your contact information. Or if you are unable to speak, but you can read Japanese, fill out the service application postcard in an envelope attached to your faucet and mail it. You can also visit the office listed in (4), the #7 Counter at the Citizens' Division of the City Office or any of the branch offices to request of the service.

(2) 料金の支払い (Ryokin no Shiharai) - Payment

Charges for water use and sewage services are calculated every two months. You can pay the bill at designated financial institutions, postal offices in Kyushu but not in Okinawa and convenience stores or by automatic withdrawal from your bank or postal account. If you want to apply for the automatic withdrawal service, please fill out the application form for automatic withdrawal, which is distributed to the new resident, and bring the application form and your inkan for bank account to your financial institution or postal office to apply. If the application is not distributed to your new resident, call a service office of Water Works Bureau or obtain it at financial institutions.

(3) 使用を中止するとき (Shiyo o Chushisuru Toki) - Stopping Service

When you move out or don't plan to use water for a long time, you need to lodge a notification to stop the service. If you can speak Japanese, notification can be done by calling one of the branches listed in (4). Or, you can visit one of the offices listed in (4), Oita City Office counter #7, or any of city branch offices to lodge a notification.

(4) 問い合わせ先 (Toiawase Saki) - Contact Information

Call the presiding office of the following list.

Oita City Water Works Bureau	Central Service Office	097-538-2416 (only in Japanese)
	East Service Office	097-527-7171 (only in Japanese)
	West Service Office	097-567-2355 (only in Japanese)

Operating hours: 8:30am~5:15pm Monday – Friday

4. ごみ (Gomi) - Garbage

Oita City categorizes residential waste as follows:

Items (1) through (8) are collected by Oita City, but item (9) is not. Items (5) and (7) are recyclables, and can be collected by the city. However, in areas where local youth groups collect recyclables, please cooperate with them before using the municipal collection services.

- (1) Burnable Garbage
- (2) Non-Burnable Garbage
- (3) Plastic Containers and Packaging
- (4) Fluorescent Lights and Others
- (5) Cans and Glass Bottles
- (6) Plastic Pet Bottles
- (7) Newspapers and Other used paper and Clothing
- (8) Oversized Items
- (9) Non-Collectable Items
- (10) Other

For further information, call the Waste Disposal Management Division at 097-537-5687 (only in Japanese).

Proper Garbage Disposal

- Oita City garbage trucks periodically collect trash (1)-(7) at designated points throughout the city.
- The collection day varies by neighborhood.
- Calendars for garbage collection are distributed to every home each March. A copy of the calendar (pamphlet) in English, Chinese and Korean is available upon request at the Citizens' Division (1st floor of the City Office).
- Place garbage at designated collection points by 8:30am on pick-up day.
- No pick-up except for scheduled collection days, so you will have to keep your garbage until the next collection day. Make sure not to place your garbage on the day before the collection day.
- Your garbage must be put in either transparent or translucent (colorless) bags sized up to 45L. Make sure the garbage bag is securely fastened to prevent spillage and stack it neatly at the designated point. If these rules are not followed, your garbage will not be collected.
- Be a good neighbor! Help keep your collection area clean!

(1) 燃やせるごみ (Moyaseru Gomi) - Burnable Garbage

- Collected two times a week
- Burnable garbage includes food waste, shells, paper, disposable chopsticks, bamboo skewers, small bundles of twigs, cooking oil, non-recyclable paper (i.e. disposable diapers), and plastics products.
- Plastic products that are not labeled with a plastic mark “.”
- Drain kitchen scraps well and place them in paper or plastic bags.

- Soak cooking oil in cloth or paper before disposal.
- Wrap disposable chopsticks and bamboo skewers (be sure to break off the sharp end) in paper.
- Twigs, un-recyclable clothing and stuffed toys are collected on Thursday or on Friday depending on the area.
- Do not dispose of highly flammable materials.
- Rinse human waste off disposable diapers before disposal.

(2) 燃やせないごみ (Moyasenai Gomi) - Non-Burnable Garbage

- Collected once every four weeks.
- Non-burnable garbage includes glass-ware, ceramics, umbrellas, small electric appliances, knives, metallic lids, clothes irons, and hair driers.
- Shards of glass, knives and other sharp objects must be wrapped in newspaper and placed in transparent or semitransparent (colorless) bags and designated as キケン (danger) in Japanese Katakana.

(3) プラスチック製容器包装 (Plastic-sei Youki Houso)

-Plastic Containers and Packaging

- Collected once a week.
- This sign;  is the mark.
- Plastic Containers and Packaging includes plastic containers of cup noodles, natto containers, disposable lunchboxes, egg packaging, strawberry packaging, and plastic bottles of Shampoo and Conditioner.
- Plastic containers and packaging should be rinse and dry after all content have been emptied.
- Deeply dirty or poorly-cleaned plastics are categorized as “burnable.”

(4) 蛍光管等 (Keikokan to) Fluorescent Lights and Others

- Collected every four weeks.
- Fluorescent Lights and Other include fluorescent lights, light bulbs, mercury thermometers, dry cell batteries, compressed-gas cans, lighters, and etc.
- Fluorescent lights, light bulbs, and mercury thermometers must be put in a paper bag or packaging as not to break.
- If they are broken, they must be wrapped in newspaper and designated as キケン (danger) in Japanese Katakana and placed out on Non-Burnable Garbage day.
- Used dry batteries should be put in a transparent bag separately and placed in the designated collection point.
- Spray cans need to be completely emptied, preferably have a drilled hole before putting in a transparent bag separately. Please be in the airy open space when drilling a hole in the can.
- Lighters should be completely emptied and put in a transparent bag separately.
- For the cans that does not have a drilled hole, please write down “アケテナイ” on the bag.

(5) 缶・びん (Kan・Bin) - Cans and Glass Bottles

- Collected every other week.
- This recyclable category generally includes containers used for food, beverages, and pet food.
- Examples: Cans for drink, food, teas, dried seaweeds, snacks, milk, pet food, etc.
- Canning oil cans, cooking oil bottles, and metallic caps are grouped with Plastic Containers and Packaging.
- Cans and glass containers should be rinsed well and drained after emptied.
- Can and glass containers in 30 cm or longer are categorized as “unburnable.”

(6) ペットボトル (Pettobotoru) - Plastic Pet Bottles

- Collected every other week
- Drink bottles labelled with the international  mark such as drink bottles, alcohol bottles, soy sauce bottles.
- Bottles should be rinsed and drained after emptied. Bottle caps are grouped with Plastic Containers and Packaging.
- Please do not peel off the label on the bottle.

(7) 新聞類・その他紙類・衣類 (Shimbunshi・Sonota Kami-rui・I-rui) - Newspapers, Other Used Paper and Clothing

- Collected every other week.
- They can be bound with cords only when there is no possibility of getting wet.
- Put newspapers and glossy advertisements together in the same bag.
- Put magazines, cardboard, (milk) carton packages and other box-like paper together in the same bag.
- Put clothes and cloth together in the same bag.

When you need to bring in paper products including newspapers to a facility to dispose for some reason, contact first the Waste Disposal Administration Division at 097-537-5687.

(8) 大型・粗大ごみ (Ogata Sodai Gomi) - Oversized Items

- Placing oversized items in your neighborhood collection area is prohibited. For collection for oversized items, apply for fee-based individual collection service or bring them into the municipal waste disposal facilities.
- This category includes furniture, bedding, tatami-mats and carpets, bicycles, bulky garden wastes, lumber chips sized within 50cm-length and 5cm-thickness.

*Individual collection (Pay services)

Call the municipal waste disposal service center to apply the service:

Chuo Seiso Jigyosho (Central Waste Disposal Center):

097-569-5184 (only in Japanese)

Tobu Seiso Jigyosho (East Waste Disposal Service Center):

097-523-0322 (only in Japanese)

Seibu Seiso Jigyosho (West Waste Disposal Service Center):

097-541-5473(only in Japanese)

Collection fee

¥2,000 per carload

*Carrying in waste to the city facilities

Facilities: Fukumune Waste Disposal Center 097-588-0113 (only in Japanese)

Sano Waste Disposal Center 097-593-4047 (only in Japanese)

Inquiries: Waste Disposal Facilities Division 097-568-5763 (only in Japanese)

• Animal carcasses disposal are collected by designated private companies. Collection fee is ¥1,020 for a carcass. Carcasses also can be taken to Fukumune Waste Disposal Center or Sano Waste Disposal Center. (Stray dogs and cats are free of charge)

Inquiry about carrying-in waste: Waste Disposal Services Division 097-568-5763 (only in Japanese)

(9) 収集されないごみ (Shushusarenai Gomi) - Non Collectable Items

• Oita City does not collect the following items. Please ask the original retailer to handle them.

Tires, gas cylinders, used car oil, agricultural and other dangerous chemicals, fire extinguishers, motorbikes, dangerous combustibles, car batteries, paint, chemical solvents and medical waste.

• Oita City does not collect TVs (CRT, LCD, and Plasma TV), refrigerators, air conditioners, washing machines, or cloth driers (hereinafter referred to as an “appliance”). There are two options for the disposal of these items:

① When you purchase a replacement appliance, the store will take your old machine away for a fee. However, if you buy something at a used appliance shop or pawnshop, disposal is your responsibility.

② In the case of getting rid of an appliance, first go to the nearby post office, and remit a recycling charge in advance. A transfer charge is required for money remit.

The recycling charge ranges from ¥1,500 - ¥6,000, depending on the brand and type of appliance. The designated disposal company will also vary depending on the brand of your appliance.

A list of recycling charges and the brands each company deals with is available at the post office. After obtaining the remittance, stick the recycling label attached to the receipt onto the appliance you want to dispose of. Then, take it to the designated disposal site or request the appropriate company to come get it for you. Companies charge for the services. A list of companies that will carry your appliance to the site is also available at the post office.

* Designated Disposal Companies/Sites:

Fujikei Co.

3-7-4 Toyomi, Oita City

Mon – Sat 8am-12am, 1pm-5pm

(Closed on National holidays)

Call in advance for services on Saturdays.

Tel: 097-536-2588 (only in Japanese)

Kurume Unso Co.

5-3-15 Toyomi, Oita City

Mon – Sat 9am-12am, 1pm-5pm

(Closed on National holidays)

Tel: 097-535-2161 (only in Japanese)

(10) その他 (Sonota) – Other

Concrete fragments, stones, soil and tiles need to be taken directly to the city dumpsite. These items are not acceptable at the designated collection points.

Contact Information:

Waste Disposal Facilities Division

Tel: 097-537-5659 (only in Japanese)

* The following acts are prohibited by the city audiences to prevent littering.

① The following acts are prohibited in all areas of Oita City, including the strict areas:

- Throwing cigarette butts and empty cans
- Leaving dog feces

② The following acts are prohibited in the strict areas of Oita Station South Gate Square, Ikoinomichi Park, and all Chuomachi and Funaimachi Area from Oita Station square:

- Walking-smoking (Smoking at the designated smoking areas is allowed.)

Penalty:

① Strict areas: Fine of ¥2,000

② In other areas of Oita City: Those who does not follow the advisory will be announced to the public.

Residents of Oita City are obliged to strive to prevent littering in all areas of the City as follows:

- To refrain from smoking while walking
- To pick up the distributed handbills when they were littered at the site.

5. 郵便 (Yubin) - Postal and Delivery Services

(1) 郵便物を送る (Yubinbutsu o Okuru) - Sending Mail

- ① Postcard: The postal rate is ¥52 for a card, ¥104 for a reply card within Japan, and ¥70 for an airmail.
 - ② Standard Mail: Size restrictions are 14-23.5cm length x 9-12cm width x 1cm thick. Maximum weight is 50g. The domestic rate is ¥82 up to 25g and ¥92 up to 50g.
 - ③ Non-Standard Mail: The size restrictions are larger than the standard mail and the sum of the dimension of its length, width, and height should be less than 90 cm. (Maximum side should be less than 60cm.) Maximum weight is 4kg.
 - ④ Aerogramme: ¥90 worldwide.
 - ⑤ Yupack Parcel: Length must not exceed 1m and total of length, width and height must not exceed 1.5m. Rates for parcels often differ depending on the address and size. You will save 30% by sending 10 or more items at a time.
 - ⑥ Express Mail: Useful for sending parcels quickly. Express postage charges will be added to these rates when using this express mail.
(Example.) Standard 25 grams:
Basic charge (¥82) + Express charge (¥280) = Total ¥362
- * Please contact Japan Post Co. for more information.
- ⑦ Registered Mail: With this service you can claim indemnity for the amount of actual damage. You should use this service when you send money. A cash envelope is available for ¥21.
 - ⑧ Surface Mail/Sea Mail: Rates are 1/3 of airmail but delivery takes 1-3 months.

- ⑨ Economy Air (SAL): Rates are lower than airmail and delivery time (6-13 days) is faster than surface mail. Available for shipment to 90 countries and regions.
- ⑩ Express Mail Service (EMS): Fastest way to send parcels under 30kg to over 120 countries and regions, takes 2-4 days. (It may take more time depending on customs checks or the situation at the destination.)

(2) その他 (Sonota) - Other Mail Concerns

- ① You must register your address at the post office before you can begin to receive mail.
- ② When a package comes in your absence, the delivery person will leave a “notice of delivery” prepaid postcard on your door. Just make a call and specify when and where you want the mail delivered. Or take the card to the post office with your ID and exchange the card for your package.
- ③ If you intend to be away from home for an extended period of time, the post office will hold your mail for up to 30 days. Simply notify the post office of the dates and your mail will be automatically delivered upon your return.

(3) 問い合わせ (Toiawase) – Contact Information

Japan Post Co., Ltd. Oita Office

Address: 3-4-18, Fuanimachi

Tel: 097-532-8662 (only in Japanese)

Tokyo Office

Tel: 0120-085420 (Toll free)

Japan Post homepage (English service):

<http://www.post.japanpost.jp/english/index.html>

(4) 宅配 (Takuhai) – Delivery Service by Private Companies

There are a number of private companies that offer delivery services. You can send out parcels from convenience stores or have them picked up at home. Refer to a classified telephone directory (“Townpage”).

6. 税金 (Zeikin) - Taxes

(1) 主な税金 (Omona Zeikin) - Major Taxes

A. 市税 (Shi Zei) - Municipal Taxes

- 1 市民税 (Shi Min Zei) - Municipal Inhabitants Tax
- 2 固定資産税 (Kotei Shisan Zei) - Property Tax
- 3 都市計画税 (Toshi Keikaku Zei) - City Planning Tax
- 4 軽自動車税 (Kei Jidosha Zei) - Light Vehicle Tax

B. 県税 (Ken Zei) - Prefectural Taxes

- 5 県民税 (Ken Min Zei) - Prefectural Inhabitants Tax
- 6 事業税 (Jigyo Zei) - Enterprise Tax
- 7 不動産取得税 (Fudosan Shutoku Zei) - Real Property Acquisition Tax
- 8 自動車税 (Jidosha Zei) - Automobile Tax
- 9 自動車取得税 (Jidosha Shutoku Zei) - Automobile Acquisition Tax

C. 国税 (Koku Zei) - National Taxes

- 10 所得税 (Shotoku Zei) - Income Tax
- 11 自動車重量税 (Jidosha Jyuryo Zei) - Motor Vehicle Tonnage Tax

* The taxes listed above do not include all the taxes you may be required to pay.

(2) 税金を払う場合の例 (Zeikin o Harau Baai no Rei)

- How to Determine your Tax Responsibility

① For those who live in Oita City and earn certain amount of income: A-1, B-5, C-10

② For those who own property in Oita City: A-2

* For those who purchase property: B-7 is added

* For those who own property within the residential zone: A-3 is added

③ For those who own a - light vehicle (under 660 cc displacement): A-4

- regular size car (over 660 cc displacement): B-8

* For those who purchase a light vehicle or a car: A-4 or B-8, B-9, C-11 and insurance premium

* Each year on April 1st, the taxes for both A-4 and B-8 are assessed. The automobile tax is assessed on a monthly basis.

* The mandatory insurance requires those who purchase a car to pay for the premium, which is not tax.

* The mandatory car inspection requires those who own a car to pay C-11 and the above premium.

④ For those who have a business: B-6

(3) 問い合わせ先 (Toiawase Saki) - Contact Information (Preferably in Japanese)

- A Municipal Taxes: 097-537-5729 / 097-537-5730
B Prefectural Taxes: 097-506-5711
C National Taxes: 097-532-4171

- * For tax information about a regular size car, call the Taxation Division of Automobile Tax Management Group of Oita Prefecture Tax Office at 552-1121.
* For tax information about a light car, call the Tax System Division of Oita City Office at 097-537-7314.
* Ordinarily, automobile dealers provide those who purchase a car with information about levied taxes.

7. 再入国許可 (Sai Nyukoku Kyoka) - Re-Entry Permission

(1) 1年以内の出国 – Absence within One Year

Foreign nationals in possession of a valid passport, resident card^{※1}, and special permanent resident certificate who will be re-entering Japan within 1 year (or 2 years for special permanent residents) of their departure to continue their activities in Japan^{※2} will, in principle, not be required to apply for a re-entry permit.

(This is called a special re-entry permit.)

Foreign nationals who have departed from Japan on a special re-entry permit will not be able to extend that permit while abroad. Please note that such foreign nationals will lose their resident status if they fail to re-enter Japan within 1 year of their departure^{※2}.

※1 The special re-entry permit system also applies to those in possession of a passport stating “在留カード後日交付-a resident card is to be issued later-,” or an alien registration certificate deemed to be equivalent to the resident card.

※2 If your period of stay expires within 1 year after you departure, please ensure that you re-enter Japan before the expiration of your period of stay.

***Be sure to present your resident card at departure.**

The special re-entry permit system does not apply to those falling under any of the following.

- Those whose resident status is in the process of revocation
- Those whose confirmation of departure is suspended
- Those who have received a written detention order
- Those who are in the process of a refugee application and staying with the resident status of “Designated Activities”
- Those who are specified by Japan’s Ministry of Justice to be a threat to Japan’s national interests or public order, or for other good reasons to be in need of a re-entry permit for the sake of fair control of entries and departures.

(2) 1年以上の出国 – Absence over One Year

Foreign nationals who will be absent from Japan over one year (two years for special permanent residents) will need to apply re-entry permit at the regional immigration bureau, that has jurisdiction over the domicile of the foreign national, before their departure.

Following documents are required for applying re-entry permit.

- ① A application form for re-entry permit
- ② Passport
- ③ Resident card, special permanent resident certificate, or alien registration certificate
- ④ Application fee: ¥3,000 for single time permit; ¥6,000 for multiple times permit

The period of re-entry permit is a maximum of 5 years (6 years for special permanent residents); however, the period of re-entry permit never exceed the period of stay.

(3) 申請・問い合わせ – Contact information for application

Fukuoka Regional Immigration Bureau Oita Office

1F Oita Homu Sogo Chosha

7-5, Niagemachi, Oita city

870-8521

Tel: 097-536-5006

Business hour: 9:00am – 12:00am, 1:00pm – 4:00pm on weekdays

8. 戸籍 (Koseki) - Family Registration

(1) 婚姻届 (Kon-in Todoke) - Marriage Registration

For a registration of marriage between two foreign nationals or a Japanese national and a foreign national, you must observe both Japanese law and the country's law. Registration is available at the Citizens' Division of Main City Office or any branch office. The following documents are necessary to register, but other documents may also be necessary. Inquiry is advised prior to registration.

① Certificate of legal capacity to contract marriage

This is ordinarily provided by your country's consulate in Japan. A Japanese translation must be attached with the name, address and signature or seal of the translator.

② Passport or corresponding document

This document, provided by your country, is to certify your nationality

(In case of a special permanent resident, a special permanent residence card or a foreign registration card suffices.)

③ Birth certificate

This document, provided by your home country, is to certify your family relations.

④ Marriage notification form

The form is available at the registration counter. The signatures and seals of two adult witnesses are also necessary.

(2) 離婚届 (Rikon Todoke) - Divorce Registration

Filing a notification of divorce depends on whether the marriage is between foreign nationals or a foreign national and a Japanese national. Each situation is handled separately. Since required documents depend on the situation, inquiry is advised prior to registration.

When applying for a divorce, a divorce notification form is necessary. This form is available at the counter. It requires the signatures and seals of two adult witnesses. If one of the individuals is a Japanese national and the other earned Status of Residence as a spouse, contact immigration office to inquire about status of residence.

(3) 死亡届 (Shibo Todoke) - Death Registration

If there is a death in the family, a family member must submit a notification, which a doctor completes, to the city office within 7 days from the death or knowledge thereof. When you submit this form, you will also take procedures of cremation.

If you ask a funeral home to coordinate services, they will do all these procedures. If you want the deceased buried in your home country, contact your country's consulate. Deceased's relatives or person who living with the deceased must return the deceased's alien registration card, residence card, or special permanent residence card to the city office or Immigration Bureau within 14 days of the death.

(4) 出生の場合 (Shusse no Baai) - Birth Registration

Please refer to II 3 (1) ③“Birth Registration and Related Procedures” on page 26.

(5) 問い合わせ先 (Toiawase Saki) - Contact Information

Citizens' Division

Oita City Office main building

Tel : 097-537-5613 (only in Japanese)

9. 幼稚園及び小・中学校(Yochien oyobi Sho/Chu-gakko) - Enrolling Your Child in Kindergarten and Elementary/Junior High School Enrolling Your Child in Public School

Ordinarily, the age bracket for each kind of school is as follows:

Kindergarten	Age 3-5
Elementary School	Age 6-11
Junior High School	Age 12-14

(1) 幼稚園(Yochien) - Kindergarten

If you would like to enroll your child in a kindergarten, please submit an application for admission to the kindergarten that you want. Municipal kindergartens provide education for five-year-old children. However, some of the municipal kindergartens also provide childcare service for four-year-old children.

There is a system that subsidizes a part of childcare fee for children who has been enrolled in private kindergartens. For the detailed information, please contact kindergartens or the Education Planning Division.

(2) 小学校・中学校(Sho-gakko/Chu-gakko) Elementary school and Junior High School

Children start elementary school in April of the next school year that the child turned six years old. Students who have completed the six-year curriculum of elementary school are admitted to junior high school. All classes are generally conducted in Japanese in elementary/junior high schools. School year is divided into three terms in Oita City. There are breaks between the terms: Summer break is from July 21st to August 31st; Winter break is from December 25th to January 7th; School-year-end and New-school-year break is from March 27th to April 7th. For municipal elementary schools and junior high schools, there is no tuition fee and textbooks are provided for free. However, parents need to pay for other supplementary materials and school lunch.

① 入学のご案内(Nyugaku no goan-nai) - School Enrollment Information

For those who are registered residency in Oita City before entering school, the information for school enrollment is sent to the parents/guardian by the Oita City Board of Education. The information for school enrollment is a document to confirm if the parents/guardian would like to enroll their child to a municipal elementary school, and to confirm parents'/guardians' preference regarding stating the child's legal name and registered Japanese nickname in the notification for school enrollment. Please fill out the questionnaire enclosed in the information of school enrollment and send it back to the Board of Education. A notification for school enrollment is sent to the parents/guardians who chose municipal elementary schools to send their child by the end of January. The date of entry, the child's designated school, and other information are stated on the notification. A notification for junior high school enrollment is noticed through the elementary school the child attends. However, if the parents/guardian has preference for sending their child to a school other than the designated one, and for handing the child's registered Japanese nickname, please contact the Education Planning Division of the Oita City Board of Education.

② 年度途中入学の手続き(Nendotochunyugaku no Tetsuzuki) - Procedure for enrolling in school mid-term

Please apply for admission by bringing the child's residence card or alien registration card to the Education Planning Division of the Oita City Board of Education.

③ 転・退学の手続き(Ten/Taigaku no Tetsuzuki) - Procedure for transfer of schools or leaving school

Please contact the school.

(3) 問い合わせ先(Toiawase Saki) - Contact Information

For more information, please contact the Education Planning Division of the Oita City Board of Education

097-537-5903 (only in Japanese)

IV. 日常生活を快適に送るために - Daily Life

1. 交通機関 (Kotsu Kikan) - Transportation

(1) バス (Basu) - Bus

① バスの乗り方 (Basu no Norikata) - Boarding Bus

When getting on, take a ticket from the machine beside the middle door. When getting off, push one of the buttons on the window/ceiling after the stop is announced, then pay your fare according to the number printed on your ticket.

There is a lit board at the front of the bus, which shows the fare corresponding to the ticket you took when you boarded the bus. Put your money and ticket together in the fare box. There is a moneychanger available near the driver. Please make change well before your stop to avoid inconveniencing other riders.

Although there are two bus companies (Oita Bus and Oita Kotsu), IC card, called Mejiron nimoca, can be used commonly with both bus companies.

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② 運賃 (Unchin) - Fare

The minimum bus fare is ¥140 (¥160 in parts of city centers) Children up to 12 years old should pay half the adult fare. (Under ¥10 is rounded up.) Up to one child between one and six years old is free when accompanied by an adult or a child who pays fee.

③ 問い合わせ先 (Toiawase Saki) - Contact Information

Oita Bus:	Oita Kotsu:
Tel: 097-532-7000	097-534-7455
http://www.oitabus.co.jp/	http://www.oitakotsu.co.jp/
(only in Japanese)	(only in Japanese)

(2) 高速バス (Kosoku Basu) - Highway Bus

Tel:	Oita Bus	097-536-3371
	Oita Kotsu	097-536-3655
HP:	http://www.bus.or.jp/e/index.html	

(3) エアーライナー (Eah Raina) - Airliner (Airport Shuttle Bus)

In front of JR Oita station there is a terminal. From here you can catch a bus that takes you directly to Oita Airport in about one hour. Each flight has a corresponding shuttle, so check departure times in advance. Pay for the ride when you get off the bus. You can buy a ticket from the driver or from the person wearing a yellow armband at the terminal, but sometimes there is no attendant.

One way ticket:	¥1,500
Two tickets:	¥2,500
Four tickets:	¥4,000

For further information please refer to the following:

Tel: 534-7455

HP (Japanese): <http://www.oitakotsu.co.jp/i/>

(Information about schedule and prices are available on the site.)

<http://www.oitakotsu.co.jp/timetable/airliner2>

(4) タクシー (Takushi) - Taxi

Try to provide exact change because tipping drivers is not customary. Please note that the left door in the rear opens and shut automatically and most drivers cannot speak English. So, it's a good idea to have your destination written in Japanese.

(5) JR (Japan Railways) - Trains

Tel: JR Kyushu Information Office 097-537-7001

JR Oita Station 097-532-1958

HP (English): <http://www.jrkyushu.co.jp/english/index.html>

(6) フェリー (Fheri) - Ferry

Ferry Sunflower (Oita - Kobe)

For further information please refer to the following:

Tel (Japanese): 0120-56-3268

HP (Japanese): <http://www.ferry-sunflower.co.jp/index.php?s=1>

Online reservation system is available.

(7) 飛行機 (Hikoki) - Airline Companies

Oita Airport 0978-67-1174

JAL Domestic 0570-025-071

Internationals 0570-025-031

ANA Domestic 0570-029-222

Internationals 0570-029-333

KAL 0088-21-2001

For the timetable, refer to <http://www.coara.or.jp/airline/> (Japanese only)

2. アルバイト (Arubaito) - Part-Time Job

The student visa status does not generally allow for working part-time. Therefore, when foreign students want to work to support tuition and other expenses while in Japan, they must apply for and obtain permission in advance. Students can apply for a part-time work permit through their university. If the application is approved by the immigration office, foreign students are allowed to work in any field up to 28 hours within one week (up to 8 hours during summer holiday or long vacation at school). However, part time work in the adult entertainment industry is not permitted.

問い合わせ先 (Toiawase Saki) - Contact Information

Fukuoka Immigration Bureau Oita Office

Main building of Regal Affairs Bureau 1F

7-5, Niagemachi, Oita city, 870-8521

Tel: 097-536-5006

Business hours: 9:00am-12:00am 1:00pm-4:00 on weekdays

3. 忘れ物・落とし物 (Wasuremono・Otoshimono) - Lost and Found

(1) バス・電車の中で (Basu Densha no Naka de) - In the Bus or Train

If you lose or forget something in the bus or train, please contact the following places:

Tel:

Oita Bus 097-534-6162

Oita Kotsu Bus 097-534-7455

JR Kyushu General Information Desk 097-537-7001

(2) タクシー (Takushi) - Taxi

Taxi companies are expected to bring passengers' belongings to Chuo Taxi, which is in charge of handling them. Contact Chuo Taxi after you check with the taxi company you used. If you are unsuccessful, contact the nearest police station to where you lost your belongings.

Tel:

Chuo Taxi 097-532-6323

Chuo Keisatsusho (Central Oita Police Station) 097-533-2131

Higashi Keisatsusho (East Oita Police Station) 097-527-2131

Minami Keisatsusho (South Oita Police Station) 097-524-2131

(3) 路上で (Rojo de) - In the street

If you lose your belongings in the street, contact the nearest police box or the above mentioned police stations.

4. ペット (Petto) - Pets and Other Animal Concerns

If you want to keep a pet in your rented apartment or housing, obtain approval from your landlord. For stray dogs and other trouble with pets, contact the Public Health Center at 097-536-2567 (only in Japanese).

5. 外国人のための相談窓口 - Consultation Service for Foreigners

(1) 大分市 (Oita Shi) - Oita City Office

2-31 Niage machi, Oita City, 870-8504

Operating hour: Mon-Fri 8:30am-5:00pm

HP: <http://www.city.oita.oita.jp> (Japanese, English, and Korean)

- Citizens' Consultation office or Public Relations Division
Tel: 097-537-5726 (only in Japanese)
- International Affairs Office, Cultural and International Affairs Division
Tel: 097-537-5719 (English and Chinese languages are available.)

(2) 公益財団法人 大分県文化スポーツ振興財団 おおいた国際交流プラザ

-Non-profit incorporate foundation Oita International Plaza, Oita Prefecture Arts, Cultural, and Sports Promotion Foundation-

iichiko Culture Center B1F

2-33, Takasagomachi

Oita City 870-0029

Hours: 9:30am-7:00pm Monday-Friday

(Closed on Sundays, public holidays, and the 2nd and 4th Mondays and its following Saturdays)

HP: <http://www.oitaplaza.jp/>

- Life consultation and support for foreign people (Including introduce other organizations and Japanese class information.)
- Legal consultation (The 3rd Wednesdays)
- Free consultation in Tagalog (The 1st Saturday and the 3rd Tuesday)
- Free consultation in Chinese (Thursdays)
- Free consultation on immigration, residence permission, and nationality (The consultations are organized by Gaikokujin Life Support on first Sunday except January and May.)
- Health consultation for foreign nationals (Consultations are organized by Oita-ken Saiseikai Hita hospital on third Tuesday of February, April, June, August, October, and December.)

(3) 九州にある外国公館 (Kyushu ni aru Gaikoku Kokan) - Consulates in Kyushu

- Consulate of the United State of America in Fukuoka
2-5-26, Ohori, Chuo-ku, Fukuoka-shi
Tel: 092-751-9331
- Consulate of Korea in Fukuoka
1-1-3, Chigyohama, Chuo-ku, Fukuoka-shi
Tel: 092-771-0461
- Consulate of People's Republic of China in Fukuoka
1-3-3, Chigyohama, Chuo-ku, Fukuoka-shi
Tel: 092-713-1121
- Consulate of Australia in Fukuoka
7F Tenjin Twin Bldg.
1-6-8, Tenjin, Chuo-ku, Fukuoka-shi
Tel: 092-734-5055
- Consulate of People's Republic of China in Nagasaki
10-35, Hashiguchi machi, Nagasaki-shi
Tel: 095-849-3311
- Consulate-General of the Socialist Republic of Viet Nam in Fukuoka
Aqua Hakataq 4F
5-3-8, Nakasu, Hakata-ku, Fukuoka-shi
Tel: 092-263-766811

From the publisher,

We hope to make this guidebook even better by incorporating your views and ideas and updating the contents. Please feel free to contact the International Affairs Section of the Cultural and International Affairs Division of Oita City Office.

2-31, Niagemachi, Oita City, 870-8504
Tel: 097-537-5719 Fax: 097-536-4044

V. Appendix (Symptom Chart)

General Symptoms	Pronounced Japanese	Japanese
Chill	samuke	寒気
Continuous dull pain	taezu itamu	絶えず痛む
Continuous sharp pain	hageshii itami	激しい痛み
Dizziness	memai	めまい
Dull pain	dontsu	鈍痛
Edema	mukumi	むくみ
Exhaustion	karada ga darui	体がだるい
Fever	hatsu netsu	発熱
Headache	zutsu	頭痛
Inconstant piercing pain	sashikomui itami	刺しこむ痛み
Infection	kansen	感染
Insomnia	fuminsho	不眠症
Loss of Appetite	shokuyoku fushin	食欲不振
Pain	itami	痛み
Pain at intervals	toki doki itamu	時々痛む
Perspiration	hakkan	発汗
Rash	fukidemono	ふきでもの
Ringing ears	miminari	耳なり
Sleepy	nemui	眠い
Stiff Shoulders	katakori	肩こり

Digestive System	Shokaki-kei	消化器系
Appetite	shokuyoku	食欲
After meals	shokugo	食後
Belch/burp	geppu	げっぷ
Difficulty swallowing	nodo ga tsukaeru	喉がつかえる
General abdominal pain	onaka ga itai	お腹が痛い
Good	ryoko	良好
Heartburn	muneyake	胸やけ
Hemorrhoids	ji	痔
Hungry	kufuku ji	空腹時
Nausea	hakike	吐き気
Poor	furyo	不良
Rather good	ya ya ryoko	やや良好
Stomach ache	i ga itamu	胃が痛む
Vomiting	ohto	嘔吐
Vomiting blood	chi o haku	血を吐く

<u>Circulatory System</u>	<u>Shinzo Junkan-kei</u>	<u>心臓循環系</u>
Chest pain	munenoatari ga itamu	胸のあたりが痛む
Feel faint	tachi kurami	立ちくらみ
Inconsistent heart rate	myaku ga midareru	脈が乱れる
Palpitation	dohki	動悸
Rapid heart beat	myaku ga hayai	脈が早い
Shortness of breath	ikigire	息切れ
Slow heart rate	myaku ga osoi	脈が遅い
Upon exertion	undo shitatoki	運動した時
<u>Respiratory System</u>	<u>Kokyuki-kei</u>	<u>呼吸器系</u>
Difficulty breathing	kokyu konnan	呼吸困難
Lower back pain	senaka ga itai	背中が痛い
Runny nose	hanamizu	鼻水
Sneeze	kushami	くしゃみ
<u>Nervous System</u>	<u>Shinkei Kinniku-kei</u>	<u>神経筋肉系</u>
Coma	konsui	昏睡
Convulsion	keiren	けいれん
Delirium	uwagoto	うわ言
Drowsy feeling	utouto shita jotai	うとうとした状態
Migraine	henzutsu	偏頭痛
Numbness	kankaku mahi	感覚麻痺
Paralysis	mahi	麻痺
Speech impediment	gengo shogai	言語障害
Trembling	tesaki ga furueru	手先が震える
<u>Injuries</u>	<u>Kega</u>	<u>けが</u>
Burn	yakedo	やけど
Cut	kirikizu	切り傷
External wounds	gaisho	外傷
Puncture	sashikizu	刺し傷
<u>Skin System</u>	<u>Hifuka-kei</u>	<u>皮膚科系</u>
Hives	jinmashin	じんましん
Itchy	kayui	かゆい
Puffiness	hare	はれ
Pus	umi	うみ
Red rash	akai-hanten	赤い斑点
Stinging feeling	kabure	かぶれ

Urinary System	Hinyokika-kei	泌尿器科系
Blood in urine	ketsu-nyo	血尿
Gonorrhoea	rinbyo	淋病
Painful urination	hai-nyo-tsu	排尿痛
Pus in urine	no-nyo	濃尿
Turbidity of urine	nigotta-nyo	にごった尿
Eye System	Ganka-kei	眼科系
Blurred	me-ga-kasumu	目がかすむ
Double vision	mono-ga-futatsu-ni-mieru	物が二つに見える
Eye discharge	meyani	目やに
Foreign object in the eye	me-no-gomi	目のごみ
Intolerance to light (photophobia)	mabushii	まぶしい
Tearing	namida-ga-deru	涙が出る
Ear, Nose and Throat System	Jibi-Inkoka-kei	耳鼻咽喉科系
Earache	mimi-ga-itai	耳が痛い
Ear discharge	mimi-dare	耳だれ
Hoarse voice	koega-kasureru	声がかすれる
Loss of voice	koe-ga-denai	声が出ない
Nasal bleeding	hanaji	鼻血
Sore throat	nodo-no-itami	のどの痛み
Stuffy nose	hana-ga-tsumaru	鼻がつまる
Gynecology System	Fujinka-kei	婦人科系
Inconsistent menstruation	gekkei-fujun	月経不順
Lack of menstruation	mu-gekkei	無月経
Lower abdominal pain	kafukubu-tsu	下腹部痛
Lower back pain	yotsu	腰痛
Menstruation	gekkei	月経
Vaginal discharge	orimono	おりもの
Medicine	Kusuri	薬
Antibiotics	kosei-busshitsu	抗生物質
Antiseptics	shodoku-zai	消毒剤
Aspirin	asupirin	アスピリン
Boric acid	hosan	ほう酸
Capsule	kapuseru	カプセル
Digestive aid	shoka-zai	消化剤
Hydrogen peroxide	okishifuru	オキシフル
Ointment	nanko	軟膏
Pain reliever	itami-dome	痛み止め

Sleeping pill
Suppository
Vitamin

suimin-yaku
zayaku
bitamin

睡眠薬
座薬
ビタミン剤