

Ise City Life

~A Guide for Foreigners Living in Ise City~

Notice Inquiries regarding below should be made in Japanese, unless otherwise stated.

1. City Life

(1) Rules for taking out garbage (cleaning department 37-1443)

- Take out garbage on the stated date.
- Put garbage only in the designated area.
- Separate garbage (refer to guidebook)

*For garbage collection date or details on how to separate garbage, please look at the garbage calendar and garbage separation guidebook.(Japanese version garbage calendar/separation guidebook can be found at the city hall and its general branch offices. You can also download it from the city's homepage: <http://www.city.ise.mie.jp/>)

(2) Water and Sewer Systems (Water and Sewage Billing Section tel: 42-1501)

- Please contact this section to start or cancel water/sewage services or to change the user name.

(3) Electricity and Gas

- Electricity: Chubu Electric Power Co., Ise Sales Office (23-8587)
- City gas: Toho Gas, Ise Service Center (28-9101)
- Propane gas: Any agent handling propane gas

(4) Financial institutions and opening up personal accounts

- Post office (〒): Besides the posting of letters and packages, post offices also provide services such as savings accounts and insurance, electronic money transfer or remittance, and payment of utilities bills.
- Banks: Banks are open on weekdays from 9:00 – 15:00, but if you have an automatic teller (ATM) card, you can use ATM machines or cash dispensing machines in convenience stores outside of this time period to withdraw cash from your account. (The times when such services are available vary with each bank or branch, and a fee may be charged for this service).
- To open an Account In order to open an account at the post office or at a bank, you need your Alien Registration Card or passport + your personal seal (For foreigners a signature can be used). If you open an account, you can pay utility charges automatically from your account, which is very convenient.

(5) Telephone

To install a land line or transfer your telephone line, please telephone NTT West (dial 116 or, if calling from a mobile phone or PHS, please dial 0800-2000-116). To start or cancel mobile phone service, please contact one of the mobile phone companies.

2. In emergency situations

(1) What to do in case of sudden illness or injury

- If you cannot go to a medical care facility on your own:
(to call an ambulance): dial 119 and tell the operator it is an “emergency”
 - ⇒ Tell the operator your name and address, and describe injury or symptoms.
 - ⇒ Do as instructed by the operator. *This call is free of charge.

- If you can go to a medical care facility: please go to a nearby medical care facility.
*For information on medical care facilities with foreign language capabilities:
Mie International Exchange Foundation 059-223-5006 <http://www.mief.or.jp/>
- On holidays or at night, treatment of problems in internal medicine, pediatrics or dentistry can be obtained at the Ise City Holiday and Nighttime Emergency Treatment Center

13-1 Yokaichibacho, Ise City Health and Welfare Center
Internal medicine/Pediatrics Tel: 25-8795 Dentistry Tel: 27-0829

Type of treatment	Time available and other details
Internal medicine, Pediatrics	Sundays, Public Holidays 12/31~1/3 (10:00~12:00, 13:00~17:00) Available every night (19:30~22:00)
Dentistry	Sundays, Public Holidays, 12/31~1/3 (10:00~12:00, 13:00~17:00) No services at night
Other medical problems	Please contact the Emergency Treatment Center, Tel: 28-1199

• Consultation calls for pediatric emergencies:

Mie Children's Clinic hotline #0800 (If you cannot reach, call 059-232-9955) 19:30~next 8:00

(2) What should I do in the case of fire?

- ⇒ Dial 119 and tell the operator that it is a fire. ⇒ Give your name and address.
- ⇒ Do as instructed by the operator. *This call is free of charge.

(3) What should I do if involved in a crime or traffic accident?

- ⇒ Dial 110. ⇒ Give your name and address, and describe the situation.
- ⇒ Do as instructed by the operator.

Ise Police Department telephone number: 20-0110

International consultation for crime hotline: (faxes can also be sent to this number):

059-223-2030 (Faxes can be received 24 hours a day)

(4) In preparation for an earthquake

- ⇒ In preparation for a possible earthquake, confirm the location of the nearest evacuation station and prepare a portable sack of emergency supplies. For more details, see the disaster prevention pamphlet or home page <http://www.bosaimie.jp>

(There is a multilingual pamphlet available)

3. Legal procedures

(1) Changing Address (Citizen Registration Section tel: 21-5553)

Type of Application	Period	Items Necessary to Apply
When You Enter Japan	Within 14 days After Entry	① Resident card ② If Resident card has not been issued yet, passport. ③ Notification card or My Number card (when you re-enter) ④ Documentation verifying your relationship to the household (If it is written in a foreign language, a translated version with the translator name should be attached.) If you do not submit these documents, your relationship to the household will be registered as roommate.)

When You Change Your Address	Within 14 days After Transfer	①Resident card or special permanent resident certificate ②Notification card or “My Number card” ③Moving - out notification (only needed when moving within Japan) ④Documentation verifying your relationship to the household (If it is written in a foreign language, a translated version with the translator name should be attached.)
When You Take a Resident Status	Within 14 days When You Become a Mid to Long-term Resident	①Resident card ②Documentation verifying your relationship to the household (If it is written in a foreign language, a translated version with the translator name should be attached.)

Inquiries regarding Resident card...Immigration information center at Immigration Bureau of Japan
(phone 0570-013-904)

(2) Seal (“inkan”) Registration (Citizen Registration Section tel:21-5553)

In Japan a registered seal (registered at city hall) and Seal Registration Certificate are necessary for important contracts and other documents. The name on the seal must be the same as the name shown on the resident registration. (For more details, please contact above section.)

Type of application	Method	Items necessary to apply
Application for “inkan” registration	Individuals who are 15 years old or more and has resident status, or his/her proxy (Proxy form is necessary) must go to the appropriate window. In case of proxy, registration may not be completed within the day. (For more details, please contact this section)	(1) Seal (“inkan”) with same name as resident registration (8–25 mm) (Seals using “katakana” for alphabet letters are acceptable) (2) Personal ID document with face photo (3) Proxy form (if representing applicant)
Application for Seal Registration Certificate	Actual person who registered the seal, or a proxy for that person must appear at the appropriate city government office.	(1) Seal Registration Certificate or Seal Registration Card (2) Personal ID document with face photo (3) 200 yen for each issued certificate

(3) Registration of birth, death, marriage and divorce (Citizen Registration Section tel: 21-5553)

Type	Timing	Necessary items
Birth	Within 14 days of day of birth (counting day of birth as day 1)	Birth certificate (issued by medical facility)
Death	With 7 days of death (counting day of death as day 1)	Death certificate (issued by medical facility)

4. Insurance and taxes

(1) National Health Insurance (Medical Insurance Section 21-5646)

National health insurance is a system in which subscribers share the cost burden so that everyone may receive affordable medical treatment. People who have a resident status for one year or longer in Ise City and who are not in workplace health insurance must join National Health Insurance. If you are under the care of a medical institution, the patient pays 30% of the medical expenses. (10-20% for people over the age of 70, but 30% for those who have high-income.)

(2) National Pension Plan (Medical Insurance Section tel: 21-5554, Ise City Pension Office tel: 27-3604)

Registered foreign nationals who are aged 20 - 59 and who are not in this plan through their place of employment, are obliged to join the National Pension Plan. Benefits will be paid to the pension member upon reaching old age or if the pensioner has a disability.

(3) Tax(Tax Section tel: 21-5534, Tax Collection Section tel: 21-5536)

- Income tax / residence tax: Taxes are levied on personal income. These taxes apply to those who have lived in Japan for one year or longer, or those who plan to live in Japan for at least one year.
- Automobile tax (prefecture) / Lightweight vehicle tax (city): For those owning an automobile, lightweight vehicle or motorcycle, taxes are levied depending on the purpose of usage and size of the vehicle.
- Property tax: People who own property, depreciable assets, or land in Ise city are subject to this tax.
- There are specific payment deadlines for each tax. Please confirm the deadline and pay the appropriate tax by the deadline.

5. School,Kindergarten and Day Care

- Elementary and junior high school: (School Education Section tel: 22-7879)
Compulsory education in Japan is a total of 9 years. In order to register a child for school, he or she must have a resident registration in Ise City and must be between the ages of 6 to 12 (for elementary school) and capable of participating in group activities. For junior high school, the child must be 12 – 15 years old. For details please ask the person in charge of School Education Section.
- Kindergarten: (children 3-5 years of age) (Education General Affairs Section tel: 22-7875)
Both public and private kindergartens are available. Please inquire with the kindergarten directly or the government office in charge.
- Day care: (Children's Section tel: 21-5579)
There are both public and private day care centers which will look after children In the case where parents cannot care for a child because of work or illness. For details please see the government office in charge.

6. Health and Welfare

(1) What should I do if I become pregnant? (Health Section tel: 27-2435)

Please obtain a pregnancy notification from a medical facility and submit this to the Health Section at City Hall or the Health and Welfare Section at any General Branch Office. A Maternal and Child Health Handbook will then be issued to you (English, Portuguese and Chinese versions are available). If you do not register the pregnancy in this way, you will not be eligible for such benefits as pregnancy health check-ups at designated medical facilities. Fourteen health check-ups and one dental check-up are given free of charge during pregnancy.

(2) Birth (Medical Care Insurance Section tel: 21-5646)

If the mother has National Health Insurance, a one-time allowance of 404,000 yen is given for childbirth and nursing. (If the mother gives birth at a medical facility which is a member of the Obstetric Medical Care Support System, an additional 16,000 yen will be paid.) For other health insurance plans, please inquire with the insurance provider.

(3) Main Child Support Systems (there are support limits depending on income and residence status)

System	Who it covers	Monetary amt, etc.	Dpt in charge
Child Allowance	For a child until before junior high school graduation (For a child until the last day in March coming after the child reaches the age 15)	◆Under 3 years old : ¥15,000/mo. ◆Over 3 years old and prior to elementary school graduation • 1st and 2nd child: ¥10,000/mo. • 3rd child and above: ¥15,000/mo. ◆ Junior high school student: ¥10,000/mo. ※People who have income more than the income cap: flat rate of ¥5,000/mo.	Children's Section 21-5561

Medical Expense Subsidy for Children	Children who have resident status. This system is supported until the first March 31 after the child turns 15 years old	Applies to medical care cost covered by insurance Applies to hospital care Costs covered by insurance	Medical Insurance Section 21-5554
Child Rearing Allowance	For children who have a single mother or father (due to divorce etc.), or whose father or mother has a permanent disability (This system is supported until the first March 31 after the child turns 18 years old)	◆1 st child: ¥9,990-42,330/mo. ◆2nd child: additionally ¥5,000-10,000/mo. ◆3rd or more child: Additionally ¥3,000-6,000/mo.	Children's Section 21-5561
Medical cost assistance system for single parent households, etc.	Guardians who has no spouse and is responsible for providing education for a child who has no parents and is under 19. (This system is supported until the first March 31 after the child turns 18 years old)	For medical care costs covered by insurance	Medical Insurance Section 21-5554
Infant health check-ups	4 month infant, 10 month infant 1yr 6 mo child, 3 yr 6 mo child	City medical facility (free) Central Health Center	Health Section 27-2435
Immunizations	DPT-IPV(Diphtheria, pertussis, tetanus, and polio [acute poliomyelitis] , DT(diphtheria, tetanus), Inactive polio vaccination, MR (measles,rubella), Japanese encephalitis, BCG, Hib (Haemophilus influenzae type B), Pediatric pneumococcal vaccine, Varicella, Hepatitis B, HPV vaccine	Available at city andprefectural medical facilities (free) Vaccination forms are necessary	Health Section 27-2435

(4) Medical Care Plan for Senior Citizens (Medical Insurance Section tel: 21-5552)

The Long-Life Medical Care System (latter stage elderly medical care system) applies to people 75 or older, or people with a permanent disability who are between the ages of 65 to 74. Also, they must be certified by the "Kouiki Rengou"(association responsible for operation of the health-care system for the elderly aged 75 and older) through an application process. People eligible for this plan can receive health insurance benefits which allow them to pay 10% of the cost of medical care (for people with higher incomes, it becomes 30%).

(5) Long-term Care Insurance System (Long-term Insurance Section tel: 21-5647)

Elderly, who are bedridden, have symptoms of dementia or other problems where nursing care is necessary, can receive long-term care services at home or at an institution. Certification of the person's level of need is required, so please apply for such services in advance.

(6) Welfare for the Disabled (Elderly/Disability Welfare Section tel: 21-5558)

"Physically Disabled Person's Handbook" is provided to people who have physical disabilities. "A Physical Disability Certificate or Rehabilitation Certificate" is provided to people who have intellectual disabilities. "Certificate of the Mentally Disabled" is provided to people who have mental illness and have difficulties living by themselves. Individuals possessing these certificates can receive various welfare services and treatment.

(7) What to do if you have trouble making a living (Livelihood Support Section tel: 21-5538)

If you have injury or illness which makes it difficult to work, you may be eligible for a support system for an independent life (Free consultant service) and welfare benefits (Financial support).

(8) City Public Housing (Construction and Housing Section tel: 21-5596)

This is housing provided at a low rent for people who are having trouble with housing. People

wishing to live in this housing must meet certain conditions concerning income and if there are more applicants than housing space, acceptance of candidates meeting the conditions will be determined by lottery.

(9) Testing for the AIDS virus (Free of charge and done anonymously)

Every Tuesday from 9:00 – 11:00 and from 17:30 – 19:00 every second Tuesday of the month

Location: Ise Health Center tel: 27-5137

7. Other Services, inquiries and free consultation

Description	Days available, etc.	Inquire at
Consultation for consumer damage, multiple debts	Mon – Fri, 9:00-12:00 13 : 00~16 : 00	Consumer Affairs Center of Ise City 21-5717
Consultation for women and children	Mon - Fri, 9:00-17:00	children department 21-5707
Consultation for child education	Mon – Fri 8:30 - 17:00	Educational Research Institute “Smile Ise” 22-7867
Consultation regarding labor wages, work time, dismissal, etc.	Mon – Fri 8:30 - 17:15	Ise Labor Standards Supervision Office 28-2164
For those who wish to study Japanese	Tue 10:30 - 12:00 Thu 19:00 - 20:30 Ise City Activity Center SouthBldg 2F	Ise City International Association Ise Japanese Language Lessons 21-5549
Consultation on troubling questions about life in Ise, rules or getting along with neighbors	1st Wed 13:30 - 15:30	Social Welfare Council(Obata)27-0509
	2nd Wed 13:30 - 15:30	Social Welfare Council(Ise)27-2425
	3rd Wed 13:30 - 15:30	SocialWelfareCouncil(Misono)22-6617
	4th Wed 13:30 - 15:30	SocialWelfareCouncil(Futami) 43-5551
Multilingual consultation regarding life in Japan	<u>English,Portuguese,Spanish,Tagalog:</u> Mon–Fri 9:00-17:00	Mie Prefecture International Exchange Foundation 700 Ast Tsu 3F,Hadokoro-cho,TsuCity 059-223-5006 http://www.mief.or.jp/
Mie Prefecture Labor Consultation Office	<u>Portuguese, Spanish:</u> Mon – Fri 9:00-16:30	Mie Prefecture Employment Measures Division 059-213-8290
Consultation regarding entry into Japan and resident status	Portuguese, Spanish, English, Chinese, Korean: Mon-Fri: 8:30 – 17:15 ·Tagalog: Mon, Tue, Thu, Fri: 10:00 – 15:00	Immigration Bureau, Foreigner Residence General Information Center 0570-013904