



# Guide to Living in Ageo

This leaflet provides non-Japanese residents with basic information on living in Ageo. We hope you will find it useful.

Note: For more details, please contact sections in charge. Telephone numbers indicated are direct dialing numbers. In principle, communication will be done in Japanese only.

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## < City Hall / *Shiyakusho* >

Location: Ageo-shi Honcho 3-1-1  
 Telephone: 048-775-5111 (Operator)  
 Access: 8 minute walk from east exit of Ageo Station  
 Hours: Monday ~ Friday, 8:30 a.m.~5:00 p.m.

★ The following sections are open on Saturdays (the same hours, but closed from noon to 1:00 p.m.).  
 Some services may not be available. Please contact each section for more information.

- 1F: *Shimin-ka* (Citizen's Affairs Section)  
*Hoken-nenkin-ka* (Health Insurance & Pension Section)  
*Suitou-shitsu* (Cashier Room)
- 2F: *Shiminzei-ka* (Municipal Tax Section)  
*Nouzei-ka* (Tax Payment Section)  
*Shougai-fukushi-ka* (Disabled Citizens Welfare Section)  
*Koureikaigo-ka* (Senior Citizens Nursing Care Section)
- 5F: *Kodomoshien-ka* (Children Support Section)  
*Hoiku-ka* (Childcare Section)



## < Emergency >

### Sudden Illness

- Information about hospitals and clinics that are open on holidays and in the evenings  
 ⇒ *Shoubou Honbu Shirei-ka* (Fire Department Headquarters) Phone: 048-775-1311

- Weekday Evening Emergency Treatment

Where: *Heijitsu Yakan* • *Kyujitsu Kyukan Shinryojo*

(3F of *Higashi Hoken Center* /East Public Health Center, Midorigaoka 2-1-27)

Services: Pediatrics and internal medicine

Hours: 8:00 p.m. ~10:00 p.m. Mondays ~ Fridays (except national holidays)

(Accepts patients arriving before 9:30 p.m.)

⇒ Phone: 048-774-2661

- Treatment on Sundays & Holidays (internal medicine / pediatrics / surgery)

Where: *Heijitsu Yakan* • *Kyujitsu Kyukan Shinryojo*

(3F of *Higashi Hoken Center*, Midorigaoka 2-1-27)

Services: Internal medicine, pediatrics and surgery

Hours: 9:00 a.m. ~ noon, 1:00 ~ 4:00 p.m. on Sundays, national holidays and New Year holidays

(Accepts patients arriving before 11:30 a.m. / 3:30 p.m.)

⇒ Phone: 048-774-2661

- *Kyukyusha* (Ambulance)

⇒ Phone: **119** (You can call 119 from a cell-phone as well)

Please give the address (landmarks), conditions of injury / illness, and your name and phone number.

- When you are unsure whether or not to call an ambulance, please call the numbers below.

Emergency Telephone Counseling for adult ⇒ Tel. #7000 (or 048-824-4199)

Emergency Telephone Counseling for children ⇒ Tel. #8000 (or 048-833-7911)

- Saitama-ken Emergency Medical Information Center ⇒ Tel. 048-824-4199

In case urgent medical treatment is needed, information will be provided by phone, 24 hours a day, of nearby medical institutions which can offer medical care (excluding dentistry, oral surgery and psychiatry).



## Fire

- *Shobosha* (fire engine)

⇒ Phone: **119** (You can call 119 from a cell phone as well)

Call for a fire engine immediately even for a small fire. Stay calm, act quickly and precisely. Tell the operator the location of the fire, landmarks en route to the scene, what is burning and if anyone has failed to escape or is injured. Say “*Kaji-da* (fire)!” in a loud voice to inform your neighbors and ask for their cooperation.

- Fire Alarm Installation

⇒ *Shobou Honbu Yobou-ka* (Fire Department, Prevention Section)

Phone: 048-775-1314

It is mandatory to install fire alarms in newly built houses as well as all existing houses.

## < Earthquakes >

Japan is an earthquake-prone country. You and your family’s safety are most important. Have discussions among your family members about emergency evacuation and how to contact each other.

## < Traffic Regulations >

In Japan, pedestrians walk on the right side of the road, whereas automobiles / motorcycles / bicycles keep to the left. Watch the traffic lights, and walk in the designated crossings when crossing the road.

## < Counseling Service >

### **Hello Corner** (Counseling service for non-Japanese residents)

Please feel free to visit or call Hello Corner for assistance in daily life matters.

When: Mondays (except national holidays)

Where: 1F of City Hall Annex #3



Hours	9:00 a.m. ~ noon	Languages	English / Spanish
	1:00 p.m. ~ 4:00 p.m.		Spanish / Portuguese / Chinese

⇒ Phone: **048-775-5111**

**Please tell a switchboard operator, “Hello Corner onegai-shimasu”**

## < Notification for Address >

⇒ Shimin-ka (Citizen’s Affairs Section)

Phone: 048-782-8790

Non-Japanese residents, as well as Japanese residents, are requested to notify Ageo City when moving in, moving out, or changing their address in Ageo.

All non-Japanese living in Japan need to notify their local municipality of their address when moving in, moving out, or changing address within the city (temporary visitors, such as tourists, are excluded from this requirement.). This notification allows non-Japanese residents to be eligible for certificates of residence (*Jyumin-hyo*), on which their address, moving-in and moving-out information, and their family makeup are recorded, exactly as Japanese residents are. A copy of your *Jyumin-hyo* will be issued at the city offices upon request. Also, your *Jyumin-hyo* makes you eligible to receive various services from the city.

### Types of Notifications of Changes

When your address and/or family makeup changes, please submit the following notifications. Notifications may be made by you or a member of your household (a person who lives and shares living expenses with you). However, birth notifications may only be submitted by the baby’s father or mother.

★ Notifications accepted at Shimin-ka of City Hall:

(Notification under immigration laws will be done at the same time)

Event	Notification Period	Items required for procedures
Entering Japan	Within 14 days of entering Japan * Processed only on weekdays	<ul style="list-style-type: none"> <li>• Passport</li> <li>• Resident Card or Special Permanent Resident’s Certificate</li> </ul> <p>* Applicants must come themselves.</p>
Birth of child	Within 14 days of the baby’s birth  * On days other than weekdays, notifications are only accepted.	<ul style="list-style-type: none"> <li>• Birth notification form (Birth certificate)</li> <li>• Maternal and child health handbook</li> <li>• National health insurance card (If covered by this insurance system)</li> <li>• Passports (both father’s and mother’s)</li> <li>• Seal (If you have)</li> </ul>
Moving to Ageo	Within 14 days of moving-in	<ul style="list-style-type: none"> <li>• Moving-out certificate issued by the municipality of former residence</li> <li>• Item verifying applicant’s identity</li> <li>• Resident’s Card (s) or Special Permanent Resident’s Certificate (s) of everyone involved</li> <li>• “My Number” notification card or “My Number” card</li> </ul>

Changing address in Ageo	Within 14 days of changing address in Ageo	<ul style="list-style-type: none"> <li>• Item verifying applicant's identity</li> <li>• Resident's Card(s) or Special Permanent Resident's Certificate (s) of everyone involved</li> <li>• "My Number" notification card or "My Number" card</li> </ul>
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★ Notifications accepted at Shimin-ka of City Hall and its branch offices:

Event	Notification Period	Items required for procedures
Moving out (Including moving out of Japan)	Please notify before moving out	• Item verifying applicant's identity
Family makeup changing	Within 14 days after household head or family relationship change *Not necessary if notification for family register was done	<ul style="list-style-type: none"> <li>• Item verifying applicant's identity</li> <li>• Document confirming a change</li> </ul>

- \* When you move into a residence where other person(s) is (are) currently living, a document that certifies family relationship might be required.
- \* When a proxy (someone other than you or a member of your household) files a notification, a written letter of proxy will be required in addition to the items mentioned above.
- \* Some notifications may only be processed on weekdays.

#### < **National Health Insurance** / *Kokumin Kenkou Hoken* >

⇒ Hoken-nenkin-ka (Health Insurance & Pension Section)

Phone: 048-782-6471 (Counter #11)

This health insurance system is set up to alleviate the burden of medical expenses through mutual aid. Subscribers to the National Health Insurance System are required to pay premiums.

All non-Japanese having completed resident registration with their local municipality, who are not under other medical insurance plans, and who can prove that they intend to stay in Japan for more than 3 months are eligible to join the National Health Insurance. Once you become a member of this system, 70% of the costs of most of the medical treatments and tests that you receive at medical institutions will be covered by the insurance.

The premiums are calculated according to the previous year's annual income.

#### < **National Pension Plan** / *Kokumin Nenkin* >

⇒ Hoken-nenkin-ka (Health Insurance & Pension Section)

Phone: 048-775-5137

This pension plan, operated by the National Government, is a mutual aid system designed to provide financial security when the subscribers become ill, injured or old through their premiums and the government's subsidy.

All residents of Japan, including non-Japanese residents, between the ages of 20 and 59 are required to join the National Pension Plan (with the exception of those subscribing other pension plans such as the Employee's Pension Insurance Plan/*Kousei Nenkin*).

The premium is uniform regardless of age, gender and income.

#### < **Tax** / *Zeikin* >

⇒ Shiminzei-ka (Municipal Tax Section) Phone: 048-775-5131

⇒ Shisanzei-ka (Property Tax Section) Phone: 048-775-5134

You are obligated to pay taxes if you are a registered resident in Ageo as of January 1, and if you had income in the previous year (January ~ December). However, you will be exempt from paying taxes if you

stay in Japan for a short period of time (less than 3 months). The prefectural taxes are imposed on people who are responsible for paying municipal taxes. Also, the taxes are imposed on people who own real estate

### < My Number, My Number Card >

⇒ Shimin-ka (Citizen's Affairs Section)

Phone: 048-782-8790

My Number is the 12-digit individual number, given to everyone registered as a resident in Japan. It will be used for the rest of your time in Japan to manage your tax, health insurance, pension and so on. If you wish to have your My Number Card issued, you can apply for it by using the individual number card issuance application form which is attached to your My Number notification card. My Number Card has useful functions. For example, you can use it as your ID and obtain a copy of your Residence Certificate at a convenience store.



### < Childbirth / Childcare / Child Health >

Boshi Kenkou Techou (Maternal and Child Health Handbook)

Health Checkups for Expecting Mothers

⇒ Kenkouzouishin-ka (Health Promotion Section in Higashi Hoken Center)

Phone: 048-774-1414

Once pregnancy has been confirmed, submit a pregnancy notice (*Ninshin todokede-sho*) to Higashi • Nishi Hoken Center, Shimin-ka, City's branch offices, or Kenkouzouishin-ka, and you will be issued a "Boshi kenkou techou (Maternal and Child Health Handbook)." This handbook records health conditions of both mother and child and can be useful throughout the child's life. You are required to bring this handbook with you when receiving health services provided by Ageo City.

Ageo City subsidizes health checkups for expecting mothers. Together with Boshi kenkou techou, vouchers for these health checkups (14 checkups in total) will be issued as well.

Hattatsu Shien Soudan Center (Development Support Counseling Center)

⇒ Phone: 048-776-6166 (Honcho 4-13-1)

This facility is located on the 2<sup>nd</sup> floor of the building and there is *Ageo Hoikusho* (nursery school) on the 1<sup>st</sup> floor. It offers childcare counseling services as well as support to children in need of special care. There is also a playroom with wooden toys where children and their parents are free to play together. Public health nurses and preschool teachers are available for consultation for raising babies and infants. Please make an appointment by phone.

Kosodate Shien Center (Childcare Support Center)

⇒ Phone: 048-778-2008 (Kasuga 2-20-3)

This facility is located at *Ageo-Nishi Hoikusho*. It offers counseling services concerning childcare, holds lectures and organizes events to encourage communication among parents. It has a playroom for children. There are 11 similar facilities throughout Ageo.

Infant Health Care / Vaccinations

⇒ Kenkouzouishin-ka (Health Promotion Section in Higashi Hoken Center)

Phone: 048-774-1414

< Health Checkups • Counseling >

Ageo City offers free health checkups for infants at the age of 4 months, 18 months and 3 years. Health counselling service is also offered at the age of 10 months, and health counselling service for babies and infants is available as well. In addition, there are "*Sukusuku Keisoku Kai* (measurement of height and weight)" and "*Nikoniko Kenkou Soudan Kai* (measurement of height and weight, counseling about childcare, and counseling about meals and tooth)."

Please see the monthly newsletter, "*Kouhou Ageo*" or "*Ageo-shi Kenkou Calendar*" for schedules. Postcards informing checkups will be sent to eligible residents.

Please bring your Maternal and Child Health Handbook (Boshi kenkou techou), the postcard and a bath

towel with you when receiving checkups.

### < Vaccinations for Infants and School-age Children >

How many times and when children should get vaccinated vary according to types of vaccine. Please read the “*Yobouesshu to Kodomo no Kenkou* (Vaccinations and Child Health)” or “*Ageo-shi Kenkou* (health) Calendar” thoroughly, and then make an appointment at one of the designated medical institutions in Ageo or in Saitama Prefecture to receive vaccinations.

Type of Vaccine: Hib, Hepatitis B, Pediatric pneumococcus, BCG, Quadruple Vaccine (diphtheria, whooping cough, tetanus and Polio), Double Vaccine (diphtheria and tetanus), Measles and rubella, Chickenpox, Japanese encephalitis, Vaccination to prevent cervical cancer (only for girls)

What to bring: Maternal and Child Health Handbook (Boshi kenkou techou), a doctor’s question sheet (*Yobouesshu Yoshinhyo*) and Health Insurance Card (*Hokensho*)

\*The question sheets are available at City Hall (Shimin-ka on 1F and Kodomoshien-ka on 5F), at its branch offices and at Higashi • Nishi Hoken Center.



### < Adult Health >

#### Health Checkups • Vaccinations • Health-related Activities

⇒ Kenkouzoushin-ka (Nishi Hoken Center) Phone: 048-774-1411

Please see the “Kouhou Ageo” or “Ageo-shi Kenkou Calendar” for the schedules and venues. Some checkups are free of charge, depending on age and other conditions.

### < Welfare >

#### Jidou Teate (Child Allowance)

⇒ Kodomoshien-ka (Children Support Section) Phone: 048-775-5120

If you are registered in Ageo and are raising a child (children), you are eligible to receive Jidou Teate upon application.



### < Childcare >

#### Hoikusho (Nursery School)

⇒ Hoiku-ka (Childcare Section) Phone: 048-775-5121

There are 53 childcare facilities (15 city-run nursery schools/hoikusho, 20 private nursery schools/hoikuen, 1 authorized child garden and 17 small-sized childcare facilities) in Ageo to look after children whose parents are unable to take care of them during the daytime due to illness or work. In principle, they operate between 7:00 a.m. and 7:00 p.m. (including overtime care) on weekdays, and between 7:00 a.m. and 6:00 p.m. on Saturdays.

\*Care can also be provided before and after the operating hours.

#### Small-sized childcare facilities

⇒ Hoiku-ka (Childcare Section) Phone: 048-775-5121

In addition to hoikusho, Ageo City has contracts with 17 Katei Hoikushitsu, which take care of children aged between 0 and 2.

#### Gakudo Hoikusho

⇒ Seishounen-ka (Juvenile Affairs Section) Phone: 048-776-2488

Gakudo Hoikusho is a place for elementary school children, whose parents are not home during the day, to spend time after school. There are 31 Gakudo Hoikusho in Ageo. They open after school and close around 7:00 p.m. on weekdays, between 8:00 a.m. and 6:00 p.m. on Saturdays. During the spring, summer and winter vacations, they are open between 8:00 a.m. and 7:00 p.m. on weekdays, and between 8:00 a.m. and 6:00 p.m. on Saturdays. To enroll your children, please contact *Ageo Gakudo Club no Kai*. Phone: 048-771-6945

## < School Education >

### To enroll your children in elementary and/or junior high schools

⇒ Kyoiku Iinkai Gakumu-ka (Board of Education, School Affairs Section)

Phone: 048-775-9604

If the child, who is registered in Ageo as a non-Japanese resident, wishes to enter elementary or junior high school, a request must be made by their parent. Language assistance is offered at schools for children who do not speak Japanese.

### Assistance for Educational Expenses

⇒ Kyoiku Iinkai Gakumu-ka Phone: 048-775-9604

There is a financial assistance system for those who, for financial reasons, have difficulty in sending their children to elementary and/or junior high schools in Ageo. Educational expenses such as school lunches and supplies are partially covered by this system.

## < Garbage >

### Garbage Collected by the City

⇒ Nishikaizuka Kankyou Center (Environment Center) (Nishikaizuka 35-1)

Phone: 048-781-9141

Household garbage must be separated and disposed of according to types, such as combustibles (including plastics), incombustibles (metal, ceramics), and recyclable items (PET bottles, cans, glasses, paper). Please separate your garbage properly, and put them out at a designated site on specified days by 8:00 a.m. For collection schedule and disposal rules, please see the “Garbage Collection Calendar (*Gomi Shushu* Calendar).”

<https://www.city.ageo.lg.jp/page/44-gomikarenndarab.html>



### Regional Recycling

⇒ Kankyou Seisaku-ka (Environmental Policy Section) Phone: 048-775-6925

To recycle and make efficient use of garbage, there are recycling activities in various regions in cooperation with neighborhood associations (*jichi-kai*) and PTA. For more information, please contact Kankyou Seisaku-ka.

## < Japanese Language Classes >

For more information, please contact the Ageo Global Association Secretariat (City Hall Annex #3) between 10:00 a.m. and 4:00 p.m. on Monday, Thursday, or Friday.

⇒ Phone: 048-780-2468 [office@aga-world.com](mailto:office@aga-world.com)

Japanese classes are also held at Haraichi Kouminkan (public hall).

⇒ Phone: 048-721-4948



### For other information in detail, visit the following sites

Ageo City's Website:

<http://www.city.ageo.lg.jp/page/multilingual.html>

Saitama Prefecture's Website:

<http://www.pref.saitama.lg.jp/site/tabunkakyousei/seikatsu-guide.html>

Ageo Global Association's Website:

<http://www.aga-world.com/top2011.html>