


English

● 英語

Living guide 

Tokushima Prefecture
徳島県

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Please Note: The information contained in this guide is correct at the time of writing, but may be subject to change.

I. Emergencies

1. What to do in an Emergency

(1) Fire

- Dial 119
- Say “kaji desu” (“there’s a fire”) and give your name and address.
- If possible, try to put out the fire before the fire engine arrives. However, remember that your first priority is your own safety, so do not attempt to fight the fire if it is dangerous to do so.

(2) Serious Injury or Sudden Illness

- Dial 119
- Say “kyuukyuu desu” (“it’s an emergency”) or “kyuubyuu desu” (“sudden illness”) and give your name and address.
- If possible, have your health insurance documents ready before the ambulance arrives.

(3) Traffic Accident, Accident, or Crime

- Dial 110
- Say “dorobou desu” (“there was a thief”) or “jiko desu” (“there was an accident”). Give your name and address, and details of when, where, and what happened.

(4) Earthquakes

Japan is a country prone to earthquakes. The Hanshin-Awaji Earthquake of 1995 was an invaluable lesson in which countless precious lives and property were lost in an instant. It is important to be prepared mentally and materially for earthquakes, no matter where or when they may occur, so that losses are kept to a minimum.

Everyday Measures

- Check where the safest place in your house/apartment is.
- Store enough drinking water – 2-3 litres per person, per day.
- Prepare a rucksack or emergency bag and store it in a place familiar to everyone in the family. Example of items to put in the rucksack / emergency bag: (a) flashlight and batteries, (b) drinking water and food, (c) portable radio (d) money (including some ¥10 coins for using a public telephone), (e) copies of identification materials such as passports and bankbooks, etc., and other valuables, (f) matches, lighter and candles, (g) a first-aid kit (including medicine for those requiring regular medication),

(h) a helmet or other protective headwear, (i) cotton work gloves, socks and underwear, (j) heat insulating and waterproof blankets, (k) rope, etc.

- Use metal fittings to secure furniture and prevent it from falling over.
- Use shatter-prevention film on windows, cupboards, shelves, etc. where glass is used.
- Make a note of emergency contact telephone numbers and the contact details of someone who can communicate in your language.
- Confirm where your nearest emergency shelter and hospital are and how to get there. Inquire at your city, town or village office to confirm the whereabouts of your nearest emergency shelter.

When an Earthquake Occurs

- Ensure your personal safety and get to the nearest safe place.
- Switch off the gas and all gas-powered cookers and appliances in use. Switch off all other appliances such as cooking and heating appliances that may cause a fire.
- If a fire breaks out, extinguish it immediately with the nearest fire extinguisher.
- Open all doors, including the front door, to ensure a clear escape route.
- Listen to the TV and radio regularly, or telephone for earthquake information.
- Do not rush out of a building. Wait until the earthquake has temporarily stopped, then get your emergency bag, put on a helmet or other protective head covering and make your way to an open space.
- Try not to become separated from family members or neighbours. Check you are all together and make your way as quickly as possible to a shelter.
- If you are driving, avoid breaking suddenly. Reduce your speed slowly and move over to the left shoulder of the road. Do not park the car next to a gasoline station or high-pressure gas facility, or under a pedestrian bridge.
- If you are walking along a wide road, move out to the centre. If downtown, be careful of falling objects such as signs, telegraph poles and glass from windows, etc.

After an Earthquake

After an earthquake, there is the danger of after-shocks and tsunamis. If possible, get accurate information from the radio, newspaper, television, etc. If you find you cannot return to your residence after a big earthquake, inform your country's embassy or consulate, your place of employment or school of the safety of both you and your family.

Emergency Telephone Message Service (Saigai-yo Dengon Dial) - Tel. 171

When a disaster occurs, it is often difficult to make phone calls to the affected area. In such circumstances, use the Saigai-yo Dengon Dial service (telephone message service in times of disaster). People outside the area can listen to recorded messages made by those in the affected area regarding their safety, etc. It is like a voice recorded message board.

Similarly, people outside the area can send messages to people in the affected area. Notification of the introduction of the NTT Saigai-yo Dengon Dial service is made on the radio and television, etc. You use the service by dialing 171 and following the guidance in Japanese to record or listen to messages.

(5) Typhoons and Floods

Being prepared for Typhoons and Floods

Japan is prone to typhoons from summer through autumn that bring strong winds and torrential rain and can cause landslides and flooding. To be prepared for such strong winds and floods, the following points should be given attention.

- Your residence should be fully inspected. In order to keep damage to a minimum, repairs and reinforcements should be carried out.
- Window glass, etc. should be reinforced with gum or vinyl tape. If there are shutters, they should be closed.
- Boxes, flowerpots and other objects in the garden or on the balcony should be fastened or taken into the house to prevent them from being blown around by strong winds.
- Television antennas etc. should be reinforced with splints, wire, etc.
- Clear drains, shores and water tubs of any dirt and debris to ensure good drainage.
- If you live in a lowland area or in an area where flooding is possible, you should place furniture and electrical appliances as high as possible.
- In the event of a blackout (electric power failure), have a flashlight, portable radio, etc. in a set place familiar to each member of the family.
- Keep things you need to take with you in an emergency in a convenient place.
- Confirm where the nearest disaster shelter is and how to get there.
- Confirm whether or not your residence is in a safe district. Information can be found in the Kiken Kashi Zu (Danger Zones Map) at your city, town or village office, fire department office or civil engineering department (names may vary depending on district) concerning the location of disaster shelters and the threat of heavy rain-induced landslides in certain areas.

If a Typhoon Comes

- Do not go out in strong winds. If you must go out, wear a helmet or thick hat.
- Do not go near fallen utility poles or sagging cables.
- Pay close attention to weather forecasts. If a warning to evacuate the area is given, evacuate as quickly as possible. Families with elderly or sick persons or infants should evacuate early.

Disaster Victim Certificate (Risai Shomei-sho)

It is necessary to have a Disaster Victim Certificate when applying for tax deductions or a tax reprieve for victims of storms and floods. Application forms for this form may be obtained at city, town or village offices or from a fire department.

2. How to Call the Emergency Services

- From a green public phone, press the red emergency button and then dial the number
- From a grey public phone or international card phone, dial 110 or 119
- Please note that mobile phones sometimes do not work for emergency calls

3. Out-of-Hours Medical Services

Places offering medical treatment at night or on a Sunday / public holiday:

- Tokushima City Out-of-Hours Emergency Clinic (in the Fureai Kenkou-kan)
Okinoama-Higashi 2-16, Tokushima City. Tel: 088-622-3576
- Komatsushima City Out-of-Hours Emergency Clinic
Shinko 9-10, Komatsushima-cho, Komatsushima City. Tel: 0885-32-0228
- Anan City Medical Association Sundays and Holidays Clinic
Kawahara 2, Takarada-cho, Anan City. Tel: 0884-22-1313
- Other:
 - Your local General Hospital
 - Use the local Home Visit Doctor system (ask at your local municipal office for details)

II. Procedures for Foreign Residents living in Japan

1. Types of Status of Residence (Visa)

Status of Residence	Examples of Occupation	Period of Stay
A Diplomatic Official Professor Artist Religious Activities Journalist Investment / Business Management Legal / Accounting Services Medical Services Research Instructor Engineer Specialist in Humanities / International Services Intracompany Transferee Entertainer Skilled Labour	Diplomat International Agency Official University Professor Musician Missionary Special Correspondent Investor / Business Manager Lawyer Physician Researcher Foreign Teacher Systems Engineer Interpreter / Designer Engineer Dancer Chef	during mission during mission 1 year / 3 years 1 year / 3 years 1 year / 3 years 1 year / 3 years 1 year / 3 years 1 year / 3 years 1 year / 3 years 1 year / 3 years 1 year / 3 years 1 year / 3 years 1 year / 3 years 1 year / 3 years 1 year / 3 years 1 year / 3 years 1 year, 6 / 3 months 1 year / 3 years
B Cultural Activities Temporary Visitor Overseas Study Pre-university Student Trainee Dependent	Cultural Exchange Travel and Tourism University Student Japanese Language Study Training Family of Trainee etc	1 year, 6 months 15 / 90 days 1 year / 2 years 1 year, 6 months 1 year, 6 months 1 / 2 / 3 years, 6/3 months
C Designated Activities	Working Holiday	6 months or ※
D Permanent Resident Spouse / Child of Japanese National Spouse / Child of Permanent Resident Long-Term Resident	Those granted permanent residency status Spouse / child of Japanese national Spouse / child of permanent resident Refugees / third generation Japanese settlers	indefinite 1 year / 3 years 1 year / 3 years <input type="checkbox"/>

Work Restrictions: **A** - fixed; **B** - work forbidden; **C** - fixed; **D** - no restrictions

1 year, 3 years, or other period designated by the Minister of Justice

2. Komatsushima Port Immigration Office

Procedures connected with status of residence (visas) are carried out at the Komatsushima Port Immigration Office, which is a branch of the Takamatsu Immigration Office.

Address: Komatsushima Minato Goudou Chousha 2nd floor, 1-11 Aza Sotobiraki, Komatsushima-cho, Komatsushima-shi 773-0001

Tel: 08853-2-1530

Open: Monday-Friday (except national holidays)
9:00 – 12:00 / 13:00 – 16:00

Access: From Stand 5 at Tokushima Station Bus Terminal, take a Tokushima Bus bound for Tachibana, Nyuudani or Katsuura and get off at the Nisseki Byoin-mae bus stop. From there it is a five minute walk.

Note: To ensure that your procedures are carried out smoothly, telephone the office before you go. If you do not speak Japanese, it may be a good idea to take somebody who can act as an interpreter.

Takamatsu Immigration Office

Tel: 087-822-5851

3. Procedures for Foreign Residents

In principle, applications should be made in person at the Immigration Office. In cases where the applicant is under 16 years of age, or is unable to go in person due to sickness or injury, a family member may make an application on their behalf. There is a cost associated with each procedure. This should be paid not in cash but in the form of a Revenue Stamp, available at post offices.

(1) Permission to Engage in an Activity Other Than That Permitted Under the Current Status of Residence.

This is necessary if you wish to engage in an activity (e.g. work) that is not permitted by your status of residence (visa). The cost is free.

Required documents:

- Application form
- Materials making clear the type of activity you wish to engage in (e.g. employment contract, employer's brochure) as stipulated by the immigration

office.

- Passport or Status of Residence Certificate
- Alien registration card

(2) Permission to Change Status of Residence

This is necessary if you wish to cancel your current status of residence and change to a different status of residence (visa).

Required documents:

- Application form
- Documents supporting the application, as stipulated by the Immigration Office
- Passport or Status of Residence Certificate
- Alien registration card
- Certificate of “Permission to Engage in an Activity other than that Permitted Under the Current Status of Residence”, if you have received one

Charge: ¥4000

Note that you may be required to produce additional documents. Also, not all applications will receive permission.

(3) Permission to Extend the Period of Stay

This is necessary if you wish to extend the length of time your visa allows you to stay in Japan.

- Application for and reception of permission must be completed before your current visa expires.
- You can make an application from two months before the date your current visa expires if you are the holder of a visa with a validity of over six months.

Required Documents

- Application form
- Documents supporting the application, as stipulated by the Immigration Office, and materials to make clear the type of activity in which you wish to engage.
- Passport or Status of Residence Certificate
- Alien registration card

Charge: ¥4000

Note that you may be required to produce additional documents. Also, you must apply within 14 days of receiving this permission at your local city, town or village office to register the change on your Certificate of Alien Registration.

(4) Permission for Permanent Residence

Basic Conditions

- As a rule, you need to have lived in Japan for 10 years consecutively.
- You must have the means or ability to support yourself independently.
- You must be of good character.
- It must be considered beneficial to Japan for you to be granted Permanent Residence.

Charge: ¥8000

Note that these conditions may not be required in the case of people who were originally Japanese; the spouse or children of Japanese citizens or permanent residents; or designated refugees. Also, in some cases permission may not be granted even if the applicant has been resident in Japan for 10 years. If you wish to apply for Permanent Residence, there is a different application form from the “Permission to Extend the Period of Stay” application form.

(5) Permission to Acquire a Status of Residence

This is necessary in cases such as the birth of a baby that does not have Japanese nationality. Applications must be made within 30 days of the day of birth, or the day when nationality is revoked.

Required Documents

- Application form
- Birth Certificate
- Parents’ passports and alien registration cards

Note that applications should be made within 30 days of the day of birth. However, it is not necessary to acquire a Status of Residence if the child will leave Japan within a 60 day period. Applications can be also processed even if the child does not have a passport, so please be sure to apply within 30 days of the birth. The birth must be registered at your home country’s embassy in Japan, and a passport issued to the child.

(6) Re-Entry Permit

This is necessary when a foreign resident wishes to leave Japan temporarily and then return to reside here.

- Procedure: A Re-Entry Permit must be obtained before leaving Japan.
- Types: Single Re-Entry Permits and Multiple Re-Entry Permits are available.
- Validity: Both types of Re-Entry Permits are valid for a maximum of three years.

Note however that a Re-Entry Permit expires when your Status of Residence (visa) expires. In the case of special permanent residents, Re-Entry Permits are valid for four years.

Required Documents

- Application form
- Passport
- Alien registration card

Charge: Single Re-entry Permit ¥3000
 Multiple Re-entry Permit ¥6000

(7) Transfer of Endorsement to New Passport

If you get a new passport, due to expiration or loss of the old passport, you must have your Status of Residence (visa) and so on endorsed on the new passport. There is no charge.

(8) Certificate of Authorized Employment

A foreign national whose employment in Japan has been approved can receive a Certificate of Authorized Employment by applying at the Immigration Office. This certificate indicates the activities authorized, and the holder can submit it to a potential employer to prove eligibility for work.

Charge: ¥680

(9) Legal Obligation to Carry Identification

While in Japan, foreign nationals are required to carry their passports at all times and to show them to immigration officials, police officers etc. if asked to do so. Once a foreign resident has obtained an alien registration card, this may be carried instead, and can be shown in place of a passport.

4. Procedures for Alien Registration

A foreign national staying in Japan for a period of more than 90 days must apply for alien registration at their local municipal office within 90 days of their arrival in Japan. A child who is born in Japan should also be registered, within 60 days of the birth, if they will be staying in Japan for over 60 days. An alien registration card will be issued two to three weeks after the application is made.

(1) Initial Registration

	Application Period	Applicant	Required Documents
Having entered Japan: 16 years or older	Within 90 days of arrival	in person	• application form • passport • 2 photos
Under 16 years of age		Family member	• application form • passport
Having had Japanese nationality revoked	Within 60 days of revocation		
Baby born in Japan who will stay over 60 days	Within 60 days of birth	family member	• application form

Photograph:

- Must have been taken within the last 6 months.
- Size: 4.5cm × 3.5cm (showing face at least 2.8cm length)
- Subject must be facing the camera, not wearing a hat.

(2) Legal Obligation to Carry Identification

Foreign residents aged 16 years or over are required by law to carry their alien registration card at all times (in place of a passport) once it has been issued, and must show it to a police officer if asked to do so.

(3) Registering a Change

Change of address, name, nationality, occupation, status of residence, period of stay, employer etc. must be registered.

- Place of registration: your local municipal office
- Period of registration: within 14 days of the change

Note: If you move to a different city, town or village, please register the change of address at the municipal office of your new place of residence.

(4) Re-issue

If your alien registration card is lost or stolen, you must apply for a new one. First, report the loss or theft at the nearest police station or police box (kouban). While you are there, you should get a Certificate of Loss or Theft.

- Place of re-issue: your local municipal office.
- Period of registration: within 14 days of the loss or theft
- Required documents:
 1. Application form
 2. Passport
 3. Two photos (if 16 or over)
 4. Statement of Reason
 5. Certificate of Loss or Theft

(5) Replacement

If your alien registration card becomes conspicuously damaged or soiled, you can get a replacement. Your card can also be replaced when there has been a change in your name or nationality, a correction or change for other details such as name, date of birth, gender, etc. or when the amendment section on the back of the card has been completely filled and can no longer be used.

Required Documents

- Application form
- Passport
- Two photos (if 16 or over)
- Damaged or soiled alien registration card

Note that it is up to the official at the municipal office to decide whether a card should be replaced.

(6) Renewal

A certificate of Alien Registration is valid for a maximum of five years (seven years in the case of people who hold the status of Special Permanent Resident or Permanent Resident). When this expires, you must apply to renew your Alien Registration at your local municipal office.

Required Documents

- Passport
- Two photos (if 16 or over)
- Alien registration card
- Application form

Note that for children under 16, it is not necessary for the Alien Registration to be renewed. Upon turning 16, a foreign resident must apply within 30 days of his or her birthday.

(7) Return

If a foreign resident leaves Japan without a re-entry permit

→ Alien registration card must be returned to the immigration officer at the port of departure.

If a foreign resident takes on Japanese nationality or dies

→ Alien Registration Card must be returned to your local municipal office within 14 days.

(8) Proof of Alien Registration

A document verifying your alien registration can be obtained from your local municipal office for a small fee.

5. International Marriage and Divorce

(1) International Marriage

- Under Japanese civil law, women from 16 years of age and men from 18 years of age may register a marriage. Any person under the age of 20 also requires parental consent.
- Under the Japanese Nationality Act, a Japanese national does not lose their Japanese citizenship when they marry a foreign person. However, depending on the law of their spouse's country, the Japanese national may have to choose between Japanese citizenship and the spouse's citizenship.
- When a Japanese national marries a foreign person in Japan, the foreign spouse's embassy or consulate in Japan and local Japanese municipal authorities must be notified.

Required Documents

- Marriage licence
- Japanese: a copy of one's family register
- Foreigner: certification of one's legal capacity to be married and certification of one's nationality (documents in a foreign language must have an attached Japanese translation).

Note that procedures may differ depending on individual circumstances.

(2) Divorce

- If one partner within a marriage is a Japanese national who is resident in Japan, under Japanese law divorce proceedings can be arranged once divorce papers have been filed with mutual consent.
- Send the required documentation to the local municipal office of either your current domicile or the Japanese partner's legal domicile. (If the Japanese partner's legal domicile differs from one's current domicile, then documentation sent to the municipal office of one's current domicile must be accompanied by a copy of the Japanese partner's family register.)

Required Documents

- Japanese: Resident Card
- Foreigner: proof of Alien Registration and passport.

Note that in the case of a marriage where neither partner is Japanese, or where a divorce is permitted in Japan but not in your home country, please check with relevant authorities and / or your local municipal office regarding correct divorce procedures.

6. Birth and Death Registration

(1) Registration of Births

Time limit: within 14 days of birth.

Place of registration: local municipal office of your current domicile

Required Documents

- Notification of Birth (this is attached to the Birth Certificate, which must be filled out by a medical doctor. Papers submitted in a foreign language must have an attached Japanese translation.)
- Mother and Child Health Handbook
- National Health Insurance Card (if a member of the national health insurance scheme)

Other necessary submissions should be made to:

- Your home country's resident embassy
- The Immigration Bureau for Status of Residence (within 30 days of birth)
- Your local municipal office for Alien Registration (within 60 days of birth)

Note that the second and third only apply if the child is born without Japanese citizenship and will remain in Japan for 60 or more days after birth.

(2) Registration of Deaths

Time Limit: within seven days of the death becoming known.

Place of Registration: the municipal office of the deceased's legal domicile

Required Documents

- Death Certificate produced by a medical doctor
(a Japanese translation must be attached if form is in a foreign language)
- Application for permission for cremation (if the deceased is to be cremated in Japan)

Other:

- The deceased's alien registration card and national health insurance card (if a member of the national health insurance scheme) should be returned to their local municipal office within 14 days of death.
- Notification of death will be required by the embassy or consulate of the deceased's home country.

(Inquiries regarding the burial or cremation of the deceased in their home country should also be directed to an embassy or consulate.)

III. Daily Life

1. Housing

It can be difficult to find a house or apartment in Japan, and contracts can be very complicated with many terms and conditions. If you are looking for somewhere to live, it is probably best to get somebody who can speak Japanese to help you.

(1) How to find Housing

Who to contact:

- Prefecture Managed Housing:
Tokushima Prefecture Housing Division Tel: 088-621-2592
- City / Town / Village Managed Housing:
Officer in charge of Housing at municipal office
- Privately Managed Housing:
Estate agent or real estate magazine

(2) General Expenses When Moving to a New Residence

Example of expenses in Tokushima:

- Deposit: This is usually equivalent to three months' rent. The landlord keeps this deposit as insurance against non-payment of rent, the cost of repairs etc. When your contract finishes, part of the deposit may be returned, or you may have to pay extra, depending on the cost of repairs, etc.
- Key money: Usually equivalent to one month's rent. This is a non-returnable payment to the landlord when you move in.
- Agency fee: Usually equivalent to one month's rent. If the housing contract is made through an estate agent, this fee is paid to the agency.
- Rent and residents' fees: Monthly charge for rent of your apartment, and joint costs such as electricity and cleaning of the communal areas of the building.

Please Note

- Depending on whether housing is privately or publicly owned, costs may differ from the above example. The basic pattern also varies in different parts of Japan.
- Alterations and extensions should not be made without the landlord's permission.
- At least one month's notice must be given if you wish to cancel your contract.

2. Electricity, Gas and Water

When you move in:

- Contact the nearest service centre and give your name, address, and the date from when you wish to start using the service.
- Payment of bills can be made through an automatic transfer from your bank account, or in person at a bank or post office.

When you move out:

- Contact the nearest service centre and tell them the date from when you wish to cancel the service.
- Confirm the cost and payment method for the period just before you move out, and make sure you pay before you leave. (This will not be a problem if you set up a bank transfer account that will stay open.)

(1) Electricity

To start receiving electricity, contact the electric company and switch the circuit breaker on your switchboard to \times (on). The electrical frequency used in Tokushima is 60Hz / 100V. (N.B. This is the standard for West Japan. In East Japan the standard is 50Hz / 100V.)

Shikoku Electrical Company

Main Office	088-622-7121
Tokushima and Komatsushima Area	0120-56-4552
Naruto Area	0120-31-6120
Anan Area	0120-16-1220
Kamojima Area	0120-03-6117
Ikeda Area	0120-41-0778
Wakimachi Area	0120-41-0779
Mugi Area	0120-11-1566

(2) Gas

There are two different types of gas service: City Gas and propane gas. First check which type is used in your residence, and be sure to use compatible appliances. (It could cause a very serious accident if you use an appliance, such as a cooking stove, that is incompatible with your gas supply.)

Contact:

- City Gas: (contact Shikoku Gas, Tel: 088-654-2171)
Someone from the gas company will come to your home and connect your gas system.
- Propane Gas: (contact your nearest propane gas supplier)
The name of the propane gas supplier can be found on a tag or sticker attached to the gas cylinder.

(3) Water

Please contact your local water board about the start or termination of services. Billing for water usage is sent every month, or every second month, and can be paid at local banks, etc.

3. Garbage Disposal

Most cities, towns and villages in Tokushima Prefecture have a garbage separating system, but the system varies in different areas. Make sure you separate your garbage in the correct way, and leave it at the specified collection point on the specified days and times. For large items of garbage such as furniture, you must contact the municipal office and arrange to have the item collected. By law, to dispose of a large electrical appliance – refrigerator, air conditioning unit, television, or washing machine – you must arrange for it to be collected by an electrical store.

(There is a charge for this service.)

4. Telephone

With the increasing number of domestic telephone companies and international telephone companies, there is now a huge range of services to choose from. Try collecting information from the internet etc., to decide which company you want to use.

(1) Installing a Telephone

To install a telephone line in your home, contact your nearest NTT office (dial: 116).

Required Documents

- Passport or Alien Registration Card
- Contract Form
- Contract Fees

Subscription Rights

If you sell your telephone line subscription rights to, or buy them from a friend, then the personal seals or signatures of both parties are necessary to validate the sale.

Mobile Phones

Your visa must be valid for at least another 120 days to sign up for a mobile phone.

Required Documents

- Alien registration card showing at least 120 days remaining
- Personal seal for application form
- Bank book
- The personal seal used on your bank book

Please note that there are many service providers, so you can choose between various different types of contracts and services. However, there are some companies and services in other parts of Japan that are not available in Tokushima.

(2) Inquiries Regarding Telephone Services

For NTT

- Installation / transfer – 116
- Break down / fault – 113
- Directory inquiries (there is a charge for this service) – 104
- Collect call (reverse charges) – 106
- Telegram (there is a charge for this service) – 115
- Speaking clock (there is a charge for this service) – 117
- Weather forecast (there is a charge for this service) – 177
- Information (in English / Chinese; there is a charge for this service) 120-364-463

(3) Making a Call

In Japan, telephone numbers have the form:

XXX – XXX – XXXX

(city code) - (local exchange code) - (subscriber number: last 4 digits)

Domestic Calls

- Within the same city (e.g. from one Tokushima city number to another): local exchange code + subscriber number
- In the same prefecture but a different city, or outside the prefecture (e.g. from Tokushima to a Yokohama number):
- City code + local exchange code + subscriber number

International Calls

- From a public telephone - only certain public telephones can take international calls. Some public telephones do not take cards. Telephone company's access number + 010 + country code + phone number (omit the initial 0)
- From a home telephone:
010 + country code + phone number (omit the initial 0)

(4) Registering with MyLine

MyLine is a system allowing you to choose and register which telecommunications companies you want to use in advance. For details of the companies, services and charges, please contact the companies or the MyLine Centre (see below).

Please note that if you do not register with MyLine, your calls will automatically go through NTT. A newly installed telephone line can be registered for the first time free of charge. However, there is a charge any time after this for changing your registration.

Registering by phone (9am – 5pm) every day (except New Year period)	Japanese	0120-000-747
	English • Chinese • Spanish • Portuguese	0120-000-406
Registering by fax		0120-000-698

- About MyLine and MyLine Plus:
With MyLine and MyLine Plus, you can choose and register one company for each of the following types of call:
(A) Local (B) In-prefecture long-distance (C) Out-of-prefecture long-distance (D) International
- MyLine: You can register telephone companies in advance, so when you make a call it will automatically go through that company, without you having to dial the company's access code.
(You still have the option of using different companies if you want to, by dialling their access code before the telephone number.)
- MyLine Plus: This service is like MyLine, but even if you dial a different company's access code, your call will still be routed through the company you have registered. (You can use a different company by dialling 122 and then the company's access code.)

- If you want to use a different company from the one you selected with MyLine:

Domestic calls:

XXXX + phone number

International calls:

XXXX + 010 + country code + phone number

- If you want to use a different company from the one you selected with MyLine Plus:

Domestic calls:

122 + XXXX + phone number

International calls:

122 + XXXX + 010 + country code + phone number

Enter the telephone company's access number in place of XXXX.

E.g. 0033 (NTT Communications)

001 (KDDI), 0088 (Japan Telecom) etc.

Each company offers different services and prices.

Please refer to the above section regarding registration of the MyLine system

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(5) Major Country and Area Codes

America/Canada	1	Japan	81
U.K.	44	New Zealand	64
Indonesia	62	Philippines	63
Egypt	20	Brazil	55
Australia	61	France	33
Korea	82	Vietnam	84
Singapore	65	Peru	51
Thailand	66	Hong Kong	852
Taiwan	886	Malaysia	60
China	86	Mexico	52
Germany	49		

5. The Post Office and Postal Services

(1) Domestic Mail

Types of mail:

- Letters
- Postcards
- Small packets
- Express mail
- Cash registered mail

How to Address an Envelope

On the front, write the seven-digit Post Code in the boxes provided on the envelope. If writing vertically, write the addressee's address on the right and their name down the centre, adding the kanji 様 (sama – a polite form of Mr / Mrs). The stamp should go in the top left corner. On the reverse side, write your own address, and your name to the left of it (without adding 様).

Postcards

The same as addressing an envelope, or you can write your own address on the front, down the left side.

(2) International Mail

Types of Mail

- Letters: up to 2kg. Cost depends on size, weight and destination.
- Aerograms: available at post offices. ¥90 to anywhere in the world.
- Post cards: ¥70 by air or ¥60 by sea, to anywhere in the world.
- Printed Matter: books magazines, photographs and so on can be sent by a special service which is very cheap compared to normal parcels. Write "Printed Matter" on the parcel. Books and pamphlets can be sealed but other printed matter must be sent unsealed.
- Small packages: depends on the country of destination, but the maximum weight is usually 2kg. Attach a customs label (available at post offices) to the parcel, and label it "SMALL PACKET".
- Parcels: there are limits on size and weight, depending on the country of destination.

Delivery Methods

- Air mail: delivered in 4 -8 days
- Sea mail: takes between 20 days and 3 months, depending on the country of destination. It takes a long time but is around one third of the price of air mail.
- SAL (Sea and Land) mail: delivered in 2-3 weeks. The price is cheaper than air mail but more expensive than air mail.
- Express Mail International Service (EMS): a fast delivery service for sending documents etc. overseas. Delivered in 1-2 days to major cities. Note that this service is unavailable to certain countries.

(3) Non-Delivery Notice

If you are not at home to receive delivery of a parcel or registered mail, you will receive a non-delivery notice. You should fill in the date when you want the item delivered and mail it back to the post office. Alternatively you can take the notice, and some form of identification (e.g. alien registration card), to the post office and pick up the item directly. You will have to either sign or stamp your personal seal for it.

(4) Post Office Services

Many post offices in Japan offer not just postal services but a wide range of services including savings accounts, foreign currency exchange, cashing travellers' cheques, insurance etc.

Post Office Savings Account

- With a Post Office Savings Account you can withdraw and deposit cash at any post office in the country, and if you open a general account, you can arrange for your utility bills to be paid automatically.
- If you get a Post Office Savings Account card, you can use the cash machines (ATMs) or cash dispensers in all major post offices in Japan. (See part 6 "Banking" for instructions for how to use an ATM)

Documents required to open a Post Office Savings Account: Passport (not necessary if you have your alien registration card), Alien registration card and Personal seal or signature.

Post Offices		
Business Hours	Monday – Friday 9:00 – 17:00	Some post offices are open evenings, Saturdays and public holidays
Savings Accounts Hours	Monday – Friday 9:00 – 16:00	Tokushima Central Post Office is open until 18:00 Clement Plaza Post Office is open until 17:00
Cash Machines	Mon–Fri 7:00 – 23:00 Sat 9:00 – 21:00 Sun / public holidays 9:00 – 19:00	Usually no service charge

(5) Domestic Remittances

- Postal order: postal orders are sent by registered mail. The recipient can exchange the postal order for cash at their nearest post office.
- Postal transfer: money can be transferred directly into a post office account.

(6) International Remittances (Sending Money Overseas)

There are certain countries or regions to which money cannot be sent, and the service charge and time taken can vary. Please inquire at the post office for details.

Methods of Remittance

International postal order

- Sending a postal order to a recipient's address
The post office will make out a postal order and it is sent to the recipient by airmail. The recipient can exchange the postal order into cash at their nearest post office.
- Sending a postal order to a recipient's bank account
The postal order is sent to the recipient's bank and the money is transferred into their account.

Note

With both A and B, in urgent cases, notice of the postal order can be sent by telegram to the recipient's country.

International postal transfer

This method is only possible if both the sender and recipient have a post office account. The money is transferred directly into the recipient's account overseas.

Note

In urgent cases, notice of the postal transfer can be sent by telegram to the recipient's country.

6. Banking

(1) Opening an Account

Required Documents

- Passport or alien registration card
- Personal seal (signature will also be accepted)

Cash Cards

You can choose a PIN and have a cash card made when you open an account. A cash card will let you withdraw money from almost any ATM or cash dispenser in Japan.

(2) Deposits

Types of Deposit

- Normal deposit: the money can be withdrawn at any time.
- Fixed term deposit: the money cannot be withdrawn for a fixed period (1 month, months, 6 months, 5 years, 10 years etc). The interest rate is higher than a normal deposit.

Note

Ask at the bank about the conditions that apply.

(3) Overseas Remittances

Procedure

- Overseas remittances can be sent to any officially recognised overseas bank.
- Fill in an Overseas Remittance form, and choose from the following three methods:
(A) transfer by cheque (B) telegraphic transfer (C) mail transfer

Note

- Overseas remittances take about one week. However, remittances to certain countries, such as South American countries and China, can take around one month.
- Service charges can vary depending on the country and currency – please ask at the bank for details.
- There are certain countries to which money cannot be sent, due to economic circumstances, etc. Please check in advance.

(4) Hours of Business

	Time	Notes
Business Hours	Monday – Friday 9:00 – 15:00	Except public holidays
Cash Machines	Awa Bank 8:45, 8:00, 9:00 – 18:00, 19:00, 20:00, 21:00 Tokushima Bank Weekdays 8:00-21:00, weekends and public holidays 9:00-19:00	Varies from place to place, some machines can be used on public holidays

(5) Using an ATM

1. Deposit	4. Withdrawal
2 Transfer Cash to an Account	5. Transfer from your Account
3. Passbook Update	6. Balance Inquiry

- | | |
|----------------------|----------------------------|
| 1. 万(man) 10,000 yen | 4. 確認 Confirm |
| 2. 千(sen) 1,000 yen | 5. 訂正 Correction |
| 3. 円 Yen | 6. 手続取消 Cancel Transaction |

Example: withdrawing ¥13, 000

1. Press the Withdrawal (お引きだし) button.
2. Insert your cash card or passbook.
3. Enter your PIN (secret number).
4. Enter the amount by pressing 1, 万, 3, 千, 円.
5. Check the amount. If it is correct, press Confirm (確認). If you need to make a

- (ア) correction, press Correction (訂正).
6. If you want a statement, press (発行する). If you don't want one, press (発行しない).
 7. Take your card, cash, and statement (発行する場合).

7. Convenience Stores

There are 24 hour convenience stores all over Japan, which not only sell food and other goods, but also provide the following services:

- Purchase of stamps, post cards, revenue stamps
- Home delivery service
- Payment of utility bills (electricity, telephone bills, TV license fees etc) and payment for mail order goods
- Photocopying, fax
- Photograph developing, copies etc
- Purchase of tickets for films, concerts, events
- Purchase of telephone cards (domestic and international)

8. Driving

In order to drive in Japan, you must have either a Japanese driving license, or an International Driving License as defined by the Geneva Convention. To get a Japanese driving license, you can either get a foreign license transferred to a Japanese license, or you can take the test to get a new Japanese license.

(1) International Driving License

An International Driving License, as defined by the Geneva Convention, is valid for one year from the day you enter the country and allows you to drive any vehicles that the license document states you can drive.

(2) Transferring a Foreign Driving License to a Japanese Driving License

If you hold a driving license issued in a foreign country, you can get a Japanese driving license by presenting your license and other documents, taking an aptitude test, and proving that you have the appropriate knowledge and skills to drive in Japan.

Conditions

- You must have lived in the country in which you obtained your driving license for at least three months after obtaining your license
- Your driving license must be currently valid

Required Documents

- Passport (you must be able to prove you lived in the country in which you obtained your driving license for at least three months after obtaining your license, so if this is not clear from your current passport, bring the old one too)
- Alien registration card
- Valid foreign driving license
- A Japanese translation of your foreign driving license (you can obtain a translation of your driving license for ¥3,000 from the Japan Automobile Federation, JAF) You
- can also have your license translated at the local authority for the government that issued it (embassy, consulate, et.c).
- One photograph (taken within the last 6 months; size 3cm×2.4cm)
- Charge: test fee ¥2,400 for a normal licence, processing fee ¥1,650

Note

- If your license is from one of 20 specified countries (Australia, Belgium, etc) you are exempt from having to take a driving test. If your license is from any other country, including China, you must take a theory test and a driving skills test.
- The theory test may be taken in any of these six languages: English, Chinese,
- Korean, Spanish, Portuguese, or Persian.
- You can purchase a copy of the booklet “Rules of the Road”, which explains the laws about driving in Japan, from JAF. (¥1,010, available in the six languages listed above)

(3) Getting a Japanese Driving License as a First-Time License

- Generally, you should attend a driving school to study driving theory and practical driving skills before obtaining a license.
- A course of driving lessons costs approximately ¥300,000, but there is an additional fee if you do not complete the course within the set number of hours.
- To obtain your license, you must pass an aptitude test, a theory test and a practical driving test. The theory test is currently available in English, Korean and Chinese (published by JAF) as well as Japanese.
- Once a driving license is obtained, it must be renewed every five years. Any change of address must be registered with the police.

(4) Contact Details of Relevant Organizations

Tokushima Prefecture Driving License Centre

Address: Yokei 1-ban-chi, Oobara-cho, Tokushima City 770-8012

Tel: 088-662-0561

Access: Take a Tokushima City Bus bound for Omiko from bus stand number four, and get off at the Jidousha-shikenjou-mae bus stop. From there it is a five minute walk east.

Japan Automobile Federation (JAF)

Address: Shin-Minami-Fukushima 1-4-32, Tokushima City 770-0867

Tel: 088-625-6511

(5) Vehicle Insurance

Mandatory Automobile Third Party Liability Insurance

Automobile third party liability insurance is mandatory under the law. Anybody who owns a motor vehicle or motorbike must have this insurance policy.

Optional Insurance

Additional insurance is not mandatory, however due to the very high costs of compensation if a traffic accident occurs, many Japanese drivers are enrolled in optional insurance policies.

There are many insurance companies, and they can provide various policies offering different amounts of compensation payments. It is strongly advised that you enrol in optional insurance in addition to the mandatory insurance.

(6) Registering the Sale of a Vehicle

- When a vehicle is bought, sold or passed on to a new owner, procedures must be carried out to register the vehicle in the name of the new owner.
- Usually, the second hand car dealer will carry out the registration procedure.
- In the case of a private transaction (e.g. giving or selling a vehicle to a friend) this procedure must be carried out at the Tokushima Land Transport Bureau.

Required Documents

- Application form
- Payment form
- Vehicle insurance documents
- Personal seal and verification documents (of both the old and new owners; issued within the last three months)
- Official deed of transfer (www.skt.mlit.go.jp/benri/touroku1.html)
- Registered personal seal
- Certificate of ownership of garage / parking space

Inquiries

Tokushima Land Transport Bureau

Address: 1-1 Oujin Sangyo Danchi, Oujin-cho, Tokushima City 771-1156

Tel: 088-641-4811

(7) Traffic Accidents

- In order to avoid other vehicles colliding with your vehicle, if possible, move it to a safe place and turn off the engine.
- If anybody has been injured, call the fire brigade (119) and carry out any first aid you can while waiting for an ambulance to arrive.
- Also call the police (110) to report the site of the accident, the number of people injured and the seriousness of the injuries.
- Do not leave the scene of the accident until the police arrive.
- Contact your insurance company as soon as possible so that they can carry out the necessary procedures on your behalf.
- It is a good idea to have a medical examination just in case.

IV. Medicine and Health

1. Basic Knowledge about Medical Facilities

Consult a Local Doctor

It is important to have a local doctor with a clinic in your neighbourhood and with whom you can consult whenever necessary. You should first visit a clinic in your area for an examination upon showing mild symptoms. If you have a serious illness or symptoms of which the cause is unknown, the doctor will refer you to a specialist hospital that can offer specialist treatment.

General Points to consider in hospitals and clinics

- If you are worried about language problems, use an interpreter service.
- If there is something you do not understand, ask immediately.
- Ask the doctor to explain such things as test results and methods of taking medication as easily as possible until you understand.
- Do not be late for appointments or consultation times.
- Do not use a mobile phone or PHS phone inside a hospital or clinic.
- Consult with the hospital in regards to inpatient costs, items you do not understand, services you may use. If there is a social worker at the hospital, consult with the social worker.
- In Japan, there are many services you must apply for on your own, otherwise you will not be able to make use of them. It is important therefore to know about them. If you want such information, consult a social worker. Since consultation is free and privacy is protected, feel free to consult a social worker or medical facility.

2. The Public Health Insurance System

In principle, all Japanese residents are covered by public medical insurance. All those who enter the public system are issued with an insurance card (hihokenshasho, commonly know as hokensho). At a time of illness, injury or childbirth, etc. presentation of this card enables all those covered by public insurance and their dependants to receive any necessary medical treatment at part of the normal cost.

Health Insurance Schemes	Occupation	Expenses and Insurance Premiums
* government managed health insurance	private sector employee	A portion of medical expenses to be self-paid. 30% for individuals (20% for those under three years of age and 10% for those over 70 years of age) / 30% for families for outpatient services and 20% for families for hospitalization.
* miscellaneous mutual aid associations	National or local government employee private school employees	Insurance Premiums: Employer and employee pay half each according to amount of income
* National Health Insurance	Self-employed / freelance / agricultural or forestry employee	A portion of medical expenses to be self-paid: In principle, 30% for individuals and families. Insurance Premiums: Decided according to previous year's income and the number of people to be covered.

- Benefits: Medical expenses and a sickness / disability allowance.
- Procedure to claim benefits:
 - ** - undertaken by employer
 - * - apply at your local municipal office (alien registration card necessary)
- For further information contact:
 - ** - any social insurance office (see Chapter VII)
 - * - your local municipal office

3. Maternity, Birth & Vaccinations

(1) Mother and Child Health Handbook

- You should inform your municipal office when you have confirmed that you are pregnant.
- You will receive a Mother and Child Health Handbook, vouchers for free medical check-ups, and a copy of "Mom's Pocket", Tokushima Prefecture's supplement to the Handbook.

Note that medical check-ups before and after the birth, and the child's development for several years, should be recorded in the Mother and Child Health Handbook, so please look after it carefully.

Services for the mother and child throughout the pregnancy and after the birth are provided by the local municipal authority of each city, town, or village. A general explanation of services is given below, but as the details can vary, please check at your local municipal office.

(2) Free Medical Check-ups and Services for the Expectant Mother

- General medical check-up (twice)
- Hepatitis B antigen test (once)
- Ultrasound scan (for mothers over 35 years of age only; once)

Required Documents

- Appointment card
- Mother and Child Health Handbook

Other Services

- Parent education classes
- Home visit service

(3) Free Medical Check-ups for the Baby

Services Available

- Test for congenital metabolic disorders, etc.
(5-7 days after birth)
- General medical check-up
(twice - vouchers supplied when the birth is registered)
- Test for congenital dislocation of the hip joint
- Test for neuroblastoma
(6-7 months after birth; a test kit will be supplied when the birth is registered, or sent around 4 months after the birth)
- Medical check-up for 18-month old child
(notification will be sent)
- Medical check-up for 3 year old child
(notification will be sent)

(4) Medicaid Program

If an infant is sick, the local municipal authority will generally pay all medical expenses for hospitalization up to 6 years of age; for outpatient treatment up to 3 years of age; but note that these ages may differ depending on the municipal

authority.

Apply at Your Municipal Office

Procedures

- Register the birth
- Register for health insurance
- Apply for Medicaid Programme

Items Received

A. Medicaid Certificate B. Medicaid Receipt

Treatment is be free of charge if A and B are shown at the hospital.

(5) Vaccinations

- Children receive the following vaccinations free of charge:
- Polio
- Triple vaccine (diphtheria, whooping cough, tetanus)
- Rubella
- Japanese encephalitis
- BCG, etc.

Please Note

- Usually you will receive notification from your municipal office when the child reaches the appropriate age.
- If you have just moved to a different area, you may not receive notification, so in this case please contact the municipal office.

(6) Other Services for the Child

Services Available

- Home visit service for newborn babies, premature babies or underweight babies
- Child development advice service
- Child rearing and weaning classes

(7) Child Benefits

Child benefits are available to those whose yearly income is below a certain level.

Apply at your local municipal office

Required Documents

- Documents required by municipal office
- Personal seal
- Bank account details

If you are applicable for this scheme, you will receive benefits until March 31 of the year the child is 12 years old.

(8) Child Birth and Child Rearing Lump Sum Payment

If you are covered by health insurance, you will receive a lump sum payment to cover birth and child rearing. The below values are based on figures for Tokushima City. Also, note that there is no difference between national and private insurance.

National Health Insurance

- Apply at the National Health Insurance desk of your municipal office when you register the birth.
- Payment - ¥300,000

Private Health Insurance

- Available if the mother or her husband is a company employee
- Apply to the company
- Payment - ¥300,000

4. Prevention of Infectious Diseases

In Japan, limitations on work, recommendation to enter a hospital for infectious diseases and the disinfecting of one's home is decided by law depending on the type of infectious disease.

Tuberculosis

Though the number of people infected with tuberculosis is fewer than in the past, the disease is the greatest infectious disease in Japan today. If the discovery of the disease is late, the possibility of infecting one's family members and others around the infected individual is high. Receiving tuberculosis health examinations is important. You should receive a tuberculosis health examination at your place of work, school, or at a public health office of the city, ward, town or village where you live.

Venereal Disease

Venereal disease does not only affect the infected person but their family and descendents. To prevent the spread of venereal disease, syphilis serum reaction examinations are provided at public health offices and some medical facilities.

Aids

AIDS is a disease that develops after being infected with HIV. The three routes are (1) blood, (2) sexual activity, (3) mother – child infection. Privacy will be protected at public health offices. Free consultation on AIDS and anonymous examinations are available here. Those who think they might be infected are recommended to receive an examination.

V. Working

1. Looking for Work

In Japan, it is forbidden to discriminate against a person's nationality or religion in respect to pay or working hours, etc. Foreign workers employed in companies and factories are entitled to the same rights as Japanese workers. It is important for a person to know and understand laws and systems related to work.

(1) To be Employed in Japan

You must have a status of residence (zairyu shikaku) which allows you to work. The content of the work and activities associated with that work must fall within the limitations of that permit.

(2) Job Hunting in Japan

You can use public employment security offices (kokyo shokugyo antei sho) which are administered by the government (these services are free), use a private employment agency, or use a group which is certified by the Health, Labour and Welfare Ministry (both free services and charged services are available).

(3) Public Employment Security Offices

Government-administered Public Employment Security Offices offer consultation on and introductions to employment. Public Employment Security Offices are now connected by a computer system, so, job vacancy data from around the country can be obtained on the spot and job introductions made. If you can understand Japanese, please use the nearest Public Employment Security Office.

Contact: Local public employment security office.

* For further information, please take someone able to communicate in Japanese.

2. Employment Contracts

(1) Employment Contracts

An employment contract is a contract stating the working conditions between each employee and their employer. The employer must state in writing the working conditions such as pay and working hours, etc. of the employee and give this to them. Trouble can occur when only a verbal contract is made since there is no evidence of pay terms. It is therefore important to obtain a written contract with as

many details as possible. If the contract is written in Japanese, have it translated into your native language and check the contents.

(2) Details that must be stated in an employment contract

- The term of the working contract
- Place of work and work content
- Work start and finish time, the possibility of work outside the specified work hours, rest time, holidays, vacations, etc.
- Pay terms, how it is calculated and method of payment, when it is to be paid, information about pay increases
- Details about retirement

If a company has fixed working regulations ask to see its 'Work Regulations' (shugyo kisoku) and check the contents.

Contact: Local public employment security office (See list in chapter □)

* For further information, please take someone able to communicate in Japanese.

3. Wages

(1) Method of payment of wages (pay)

To ensure wages are properly paid, wages must, in principle, be paid (1) in money, (2) directly to the individual employee, (3) in full, (4) once or more a month, (5) on a certain day in accordance with the Labour Standards Law (rodo kijun ho).

(2) Minimum Wage

The minimum wage is decided by the Minimum Wage Law (saitei chingin ho). An employer must pay employees more than the minimum wage. If an employer pays less than the minimum wage, not only will they have to pay the employee the difference, they may also be fined. The minimum wage differs depending on the region and is revised every year. The minimum wage also applies to part-time workers.

(3) If wages are not paid

If wages are not paid, consult a Labour Standards Inspection Office (rodo kijun kantoku sho) or labour enquires office immediately.

Contact: Local public employment security office

* For further information, please take someone able to communicate in Japanese.

4. Dismissal and Retirement

(1) What is Work Dismissal?

Work dismissal is the one-sided termination of an employment contract by the employer. An employer must have a rational reason to dismiss an employee. If you are dismissed without a justifiable reason, you should consult a Labour Standards Inspection Office or a labour enquiries office immediately.

In the case where there is no fixed term of employment

An employer must give at least 30 days notice of dismissal to the employee. If the employer dismisses an employee immediately, the employee must be paid an average wage for 30 days or more as 'notice pay'.

In the case where there is a fixed term of employment

An employer cannot dismiss an employee during the term of the employment contract except under unavoidable circumstances. Even under unavoidable circumstances, the employer needs to give 30 days or more notice or pay 'notice pay'.

If you are dissatisfied with your dismissal

If you are dissatisfied with your dismissal, you should express your dissatisfaction with your employer and have the employer issue a Proof of Resignation (taishoku shomei sho) to clarify the reason for the termination of the contract - whether it was a dismissal or resignation. If you are not satisfied with the employer's reason for dismissal, you can consult a Labour Centre (rodo centre), a lawyer or other trustworthy enquiry office. If you think your dismissal breaks the Labour Standards Law, consulting a Labour Standards Office is also possible.

(2) Resignation (taishoku)

If the employee makes a request to resign and the employer agrees, the employment relationship is terminated by a mutually agreed contract. An employee with no fixed term of employment can leave the company two weeks after the date of their notification of resignation even if the employer does not agree with the resignation. If the employee is working under a fixed term of employment, they cannot ask to terminate the contract during the fixed term except under unavoidable circumstances. If an employer agrees to an employee's resignation, the employee, in principle, cannot withdraw their resignation request. It is important to be careful when requesting resignation

In the case of resignation, if the employee demands, unpaid wages can be paid within seven days. Savings, wages and other money you have a claim to can also be returned.

The employee must return to the employer any company ID cards, uniforms lent to them, and their health insurance card by the date stated in the 'working rules'.

Contact

Local Public Employment Security Office

* For further information, please take someone able to communicate in Japanese.

5. Working Hours

(1) Legal Working Hours

Working hours according to The Labour Standards Law are, in general, the hours worked under the supervision and direction of the employer. If preparation for work, tidying up after work, and training are done under the direction of the employer, this time is considered to be within working hours.

Working hours are, in principle, 40 hours per week excluding break-time and within 8 hours per day. For small-size businesses (under 10 people), movie and theatre businesses, health and hygiene businesses and entertainment/amusement businesses which deal with customers as a special measure, working hours are 44 hours per week.

(2) Break-Time

Employers must give at least 45 minutes of break time for work over six hours and at least one hour break time for work over eight hours. The break time must be given during working hours. This break time must be given to all employees at the same time. Employees must be free to use this time as they wish. (This excludes certain businesses and industries where a written agreement is made.) There are also laws concerning pay for overtime work, extra pay, pay for holidays and vacations.

Contact

Local Public Employment Security Office

* For further information, please take someone able to communicate in Japanese.

6. The Social Insurance System

(1) Refer to IV. (2)

(2) The Public Pension System

Regardless of nationality, anyone between the ages of 20 and 60 living in Japan is required to join a government managed pension plan. Private sector employees use employees' pension plans, public sector employees use mutual aid associations, and all persons residing in Japan (private sector, public sector, and other) must be entered into a national pension plan.

Government Managed Pension Plans

		employees' pension plans	mutual aid association
national pension			
Self-employed · farmers · students	full-time homemakers	private sector employees	public sector employees

Types of Pensions

Pension	Occupation	Premiums
* Employees' Pension Plans	private sector employee	The amount paid in premiums depends on income. Employer and employee pay premiums in equal parts.
* Mutual Aid Associations	national or local government employee · private school employee · agricultural, forestry, or fisheries employees	
* National Pension	all persons residing in Japan (including non-Japanese)	¥14 100 paid monthly *although currently fixed this amount may be subject to phased increases

●Benefits: disability benefits, bereavement benefits, lump sum withdrawal payment

●Procedures:

** - undertaken by employer

* - apply at your local municipal office

●For further information contact:

* - your place of work or a social insurance office

* - mutual aid association

* - your local municipal office

(3) The Lump Sum Withdrawal Payment

Foreign residents who contribute to a pension fund in Japan can, upon returning to their home country, apply for a lump sum withdrawal payment.

Conditions for Receipt

- The applicant cannot be a Japanese national.
- The applicant must have paid insurance premiums for six months or more.
- The applicant must not have an address in Japan. (for those who departed Japan since November 9 1994)
- The applicant cannot have previously made any claim for a pension (including a disability allowance).

Note: The lump sum withdrawal payment must be claimed within two years of departing

Period	Procedure
Before departure	I. Obtain the claim form, “Request of Arbitration for Lump-Sum Withdrawal Benefit” from a social insurance office or your local municipal office.
After departure	II. Attach all necessary documents and send the claim form to the Social Insurance Agency. III. Payment should be made to the bank account of your choice within three to four months.

Required Documents

- “Request of Arbitration for Lump-sum Withdrawal Benefit” claim form
- Pension book (an orange or blue booklet)
- A photocopy of the pages in your passport showing your date of departure from Japan, your full name, date of birth, nationality, and signature.
- A document stating the name of your bank, bank branch and branch address, bank account number, and account name to which you wish payment to be made. This must be a bank in your home country.

Send To

The Social Insurance Agency

Address: 3-5-24 Takaido Nishi Suginami-ku
Tokyo 168 8505 JAPAN

Tel: 03 3334 3131

(4) Tax Refund on Lump-Sum Withdrawal Payment of the Pension

After receiving the Lump-Sum Withdrawal Payment, Income Tax from that period may also be refunded once the policy holder's designated tax agent in Japan files an income tax return on their behalf.

Procedures

Period The Policy Holder The Policy Holder's Designated Tax Agent

Period	The Policy Holder	The Policy Holder's Designated Tax Agent
Before departure	I. Submit "Declaration Naming a Person to Administer the Taxpayer's Tax Affairs" (<i>nozeikanrinin no todokedesho</i>) form to tax office.	
after departure	II. Receive the refund III. Send the original "Notice of the Lump Sum Withdrawal Payment" (<i>dattai ichijikin shikyu kettei tsuchisho</i>) to designated tax agent in Japan.	IV. Submit tax return to tax office. V. Refund is transferred to tax agent's bank account. VI. Refund is remitted to the policy holder overseas.

VI. Education

1. The Japanese Education System

Education System

1. Elementary School (6 years, compulsory education)
2. Junior High School (3 years, compulsory education)
3. Senior High School (3 years)
4. Vocational College, Junior College, or University

* In Japan, children normally go to nursery school or kindergarten before starting elementary school.

School Year

The school year begins in April and ends the following March.

2. Starting School or Kindergarten

The information below is about general procedures for starting school or kindergarten. To find out about entering a private school or kindergarten, please contact the school directly.

(1) Nursery School

- Public nursery schools, run by the local municipal authority
- Privately run nursery schools (this includes those endorsed by the local municipal authority, and those that have not received official endorsement)

Age Range

This can vary depending on the school, but is usually from around two months of age until five years old (elementary school age).

Public / Private Nursery Schools Endorsed by the Local Municipal Authority

Eligibility

Children are eligible for a place at a nursery school if they cannot be cared for at home, for reasons such as parents' work or family circumstances.

Fees

Depends on the family's income

Admission at the Start of the School Year (April)

Apply at your local municipal office, or at the nursery school, in December or January.

Admission during the School Year

If there are spare places, it may be possible for a child to start nursery school at any point during the school year, so please ask at your local municipal office. It may not be possible for all applicants to get a place at the school of their choice.

Private Nursery Schools Not Endorsed by the Local Municipal Authority

- Eligibility: no special requirements
- Fees: a set cost, regardless of income
- Application: you can apply directly to the school of your choice.

(2) Kindergarten

Public Kindergartens

Eligibility: The child and parent / guardian must live in that city, town, or village.

Admission: Please apply directly to the kindergarten in around December.

Private Kindergartens

There is an interview and test for those wishing to apply.

(3) Elementary School and Junior High School

Information

There is no compulsory education for non-Japanese children resident in Japan, but if you wish your child to go to a Japanese elementary or junior high school, you should consult with your local Board of Education.

Note:

- Only those who have completed the compulsory elementary school curriculum can enter junior high school.
- In the case of children who cannot speak Japanese, they may be placed in a lower school year than their actual age, after a meeting with the Board of Education and the school.

(4) Senior High School

Admissions

An entrance examination must be taken and passed.

Eligibility

- Applicants must be at least 15 years of age.
- Applicants must have completed 9 years of school education in a foreign country, or have graduated (or be expected to graduate) from a Japanese junior high school.

VII. Tax

1. Types of Tax

Regardless of nationality, anyone residing in Japan must pay tax. There are three main types of tax relevant to residents in Japan. These can be classified as income tax, local inhabitant tax, and indirect taxes such as consumption tax.

(1) Income Tax

Employers collect taxes from their employees' salaries every year for the period January 1 to December 31. However, people who are self-employed must calculate their income, as well as calculate and pay their own income tax. For further information contact your local tax office.

(See list in Chapter IX)

(2) Inhabitants Tax

There are two types of inhabitants' tax - prefectural tax and city / town / village tax. The tax payer is taxed at the city, town, or village level according to their fixed address on January 1.

The amount of inhabitants' tax payable is decided according to an individual's salary from the previous year. Municipal offices send statements to those liable for payment. Even if you move to a different city, town, or village, you will be liable to pay inhabitants tax to the municipality you were resident in on January 1.

For further information, contact the tax division of your local municipal office.

(3) Consumption Tax

All goods and services are taxed at 5 % at the point of sale.

For further information, contact your local tax office.

(See list in Chapter IX)

VIII. Introduction to Tokushima Prefecture

1. Introduction to Tokushima Prefecture

Tokushima Prefecture is located in the Eastern part of Shikoku Island. The land area is approximately 4,150m², of which about 80% is covered in mountains, including Mt. Tsurugi, the second highest peak on Shikoku. The prefecture is blessed with beautiful nature: the great Yoshino River (also known as Shikoku Saburo); sandy beaches in the northern coast, contrasting with rocky coastlines further South; and abundant forests.

Tokushima Prefecture had a total of around 300,000 households, and a total population of approximately 810,000. (As of July, 2005)

Prefectural Emblems	Prefectural Tree	Prefectural Bird	Prefectural Flower
	<i>yamamomo</i>	white heron	<i>sudachi</i> flower

(1) Tourist Attractions and Special Products

Tourist Attractions

Awa odori (awa dance festival); Naruto whirlpools; Iya kazura-bashi (vine bridge); Oboke-Koboke gorge; dochu (sand pillars); ningyo joruri (puppet theatre)

Special Products

Aizome (indigo dyeing); indigo textiles; hand-made washi paper; otani-yaki (pottery), tarai udon (noodles), sudachi (citrus fruit), Naruto wakame (seaweed), Naruto kintoki (sweet potato)

(2) Tokushima Prefecture's Sister City Relationships

Sister City Exchange Schemes

Tokushima Prefecture	Sao Paulo, Brazil
Tokushima City	Saginaw, U.S.A.
Tokushima City	Leiria, Portugal
Tokushima City	Dandong City, China
Naruto City	Luneburg, Germany
Awa City	Saipan, Mariana Islands
Miyoshi City	Tukwila, U.S.A.

Minami Town	Cairns, Australia
Mugi Town	Puyanxiang, Taiwan

Friendship Exchange Schemes

Tokushima Prefecture	Guangdong Province, China
Naruto City	Qingdao City, China
Miyoshi City	The Dalles, U.S.A.

2. Tokushima Prefectural International Exchange Association (TOPIA)

If you need information or advice, read foreign books or magazines, have a problem, or if you just want somewhere to relax with your friends then feel free to come to TOPIA any time!

Services Available

- Japanese classes
- Library of foreign books and magazines
- Information in English, Chinese, Japanese
- Advice / counselling service
- Various events
- Internet access (there is a charge for this service)

Address: 6th Floor Clement Plaza
1-61 Terashima-honcho Nishi, Tokushima 770-0831

Tel: 088-656-3303

Fax: 088-652-0616

E-mail: topia@topia.ne.jp

Web site: www.topia.ne.jp/

Hours: 10am – 6pm
Open every day except the New Year period.
(December 29 – January 3)

3. Major Government Offices and Organisations in Tokushima Prefecture

【Consultation Offices 相談所:Sodanjo】

Office	Telephone No.	Address
	Post Code	
女性支援センター Josei-Shien-Center	088-652-5503 770-0942	Tokushima-shi Showa-cho 5-chome 5-1
中央児童 Chuo-Jidou	088-622-2205 770-0942	Tokushima-shi Showa-cho 5-chome 5-1

*Josei-Shien-Center/women's crisis center and shelter

*Chuo-Jidou/child guidance center

【Health Centers 保健所 (支所) :Hokenjo (Shisho)】

徳島 Tokushima	088-652-5151 770-0855	Tokushima-shi Shinkura-cho 3-80
(鳴門) (Naruto)	088-685-3141 772-0002	Naruto-shi Muya-cho Saita Aza-Nishibari 48-1
阿南 Anan	0884-22-0072 774-0030	Anan-shi Tomioka-cho Tsukudamachi 539-7
(小松島) (Komatsushima)	0885-32-2135 773-0004	Komatsushima-shi Horikawa-cho 1-27
美波 Minami	0884-74-7343 779-2305	Kaifu-gun Minami-cho Okugawauchi Aza-Benzaiten 17-1
吉野川 Yoshinogawa	0883-24-1114 776-0010	Yoshinogawa-shi Kamojima-cho Kamojima 106-2
美馬 Mima	0883-52-1017 777-0005	Mima-shi Anabuki-cho Anabuki Aza-Myoren 23
三好 Miyoshi	0883-72-1122 778-0002	Miyoshi-shi Ikeda-cho Machi Aza-Machi 2542-4

【Labour Standards Offices 労働基準監督署:Rodo Kijun Kantokusho】

徳島 Tokushima	088-622-8138 770-8533	Tokushima-shi Bandai-cho 3-5
鳴門 Naruto	088-686-5164 772-0003	Naruto-shi Muya-cho Minamihama Aza-Umamegi 119-6
阿南 Anan	0884-22-0890 774-0030	Anan-shi Tomioka-cho Kitadori 40-1
三好 Miyoshi	0883-72-1105 778-0002	Miyoshi-shi Ikeda-cho Machi 2429-12

【Public Employment Security Offices 公共職業安定所:Kokyo Shokugyo Anteisho】

徳島 Tokushima	088-622-6305 770-0823	Tokushima-shi Dekijima Honcho 1-5
鳴門 Naruto	088-685-2270 772-0003	Naruto-shi Muya-cho Minamihama Aza-Gongen 12
小松島 Komatsushima	08853-32-3344 773-0001	Komatsushima-shi Komatsushima -cho Sotobiraki 1-11 Komatsushima-Minato-G odochosha 1-Kai
阿南 Anan	0884-22-2016 774-0030	Anan-shi Tomioka-cho Tsukudamachi 540-1
牟岐 Mugi	0884-72-1103 775-0006	Kaifu-gun Mugi-cho Oaza- Nakamura Aza-Honson 52-1
吉野川 Yoshinogawa	0883-24-2166 776-0010	Yoshinogawa-shi Kamojima-cho Kamojima Az a-Nakanogou 388-27
美馬 Mima	0883-52-8609 779-3602	Mima-shi Wakimachi Oaza- Inoshiri Aza-Higashibun 5
三好 Miyoshi	0883-72-1221 778-0002	Miyoshi-shi Ikeda-cho Aza- Machi 2429-10

【Tax Offices 税務署:Zeimusho】

徳島 Tokushima	088-622-4131 770-0847	Tokushima-shi Saiwai-cho 3-chome 54
鳴門 Naruto	088-685-4101 772-0003	Naruto-shi Muya-cho Minamiha ma Aza-Higashihama 39-3
阿南 Anan	0884-22-0414 774-0030	Anan-shi Tomioka-cho Takinoshita 4-4
川島 Kawashima	0883-25-2211 779-3304	Yoshinogawa-shi Kawashima-cho Miyajima 747-2
脇町 Wakimachi	0883-52-1206 779-3602	Mima-shi Wakimachi Oaza Inoshiri Aza Nishinokubo 36
池田 Ikeda	0883-72-2155 778-0004	Miyoshi-shi Ikeda-cho Shinmachi 1340-1

【Social Insurance Offices

社会保険事務局(所):Shakai Hoken Jimukyoku(sho)】

徳島地方 Tokushima Chihou	088-634-1170 770-0004	Tokushima-shi Minami Tamiya 2 chome 6-25
(阿波平田) (Awa Handa)	0883-64-3127 779-4496	Mima-gun Tsurugi-cho Handa Aza-Ono 113
徳島南 Tokushima Minami	088-652-3111 770-8054	Tokushima-shi Yamashiro-cho Nishi 4-45
徳島北 Tokushima Kita	088-652-2800 770-8522	Tokushima-shi Sako Sanban- cho 12-8

【Universities 大学:Daigaku】

徳島(本部) Tokushima	088-656-7000 770-8501	Tokushima-shi Shinkura-cho 2-chome 24
鳴門教育 Naruto Kyoiku	088-687-6000 772-8502	Naruto-shi Naruto-cho Takashima Aza-Nakajima 748
四国 Shikoku	088-665-1300 771-1192	Tokushima-shi Ojin-cho Furukawa Aza-Ebisuno 123-1
徳島文理(本部) Tokushima Bunri	088-622-0097 770-8560	Tokushima-shi Terashimahon- cho Higashi 1-8

【Prefectural Board of Education

県教育委員会:Ken Kyoiku Inikai】

学校政策課 Gakkou Seisakuka	088-621-3132 770-8570	Tokushima-shi Bandai-cho 1-1
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