

MEMO



English



●Welcome to Kawaguchi city (Introduction)

Kawaguchi city is holding over 600,000 residents, one out of 16 residents are from foreign countries. With various reasons of their coming to Japan, they are all trying to accommodate themselves to the life here by understanding rules and manners of life here. For new residents of Kawaguchi city, Japan, these rules may not be easy to understand at first. However, we believe residents' cooperation in the community through understanding and respecting each other's cultural backgrounds will lead us to have a sound and wonderful life. Moreover, we really appreciate your cooperation for the realization of the multicultural coexistence in Kawaguchi city.

1 Rules and Manners of daily life


1.1 Garbage disposal

Rules on garbage disposal vary according to the areas, buildings, etc. By separating recyclable garbage, we can create a new material that will give better environment for human being and the earth. Please follow the rules when you dispose garbage.

Household Garbage (Garbage generated from house)

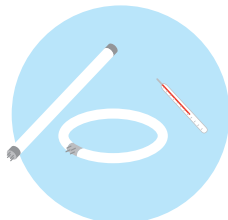
Please take out garbage to "Household Garbage Station" and "Recyclable Waste Station" by 8:30 am on the collection day. The city does not collect garbage or waste that are not following the disposal rules. Please ask your neighbors or the City Office about your appointed "Disposal Stations".

Garbage that can be disposed on "Household Garbage Station"

- Household Garbage (Kitchen waste, Photo, Bag, Stuffed toy, etc.)
2x a week (Collection day varies according to areas)
- Hazardous Garbage (Fluorescent light, etc.)
2x a week (Collection day varies according to areas)
- Plastic container & packaging (With the mark  on the surface)
Once a week (Wednesday)



Household Garbage





Hazardous Garbage



Plastic container & packaging

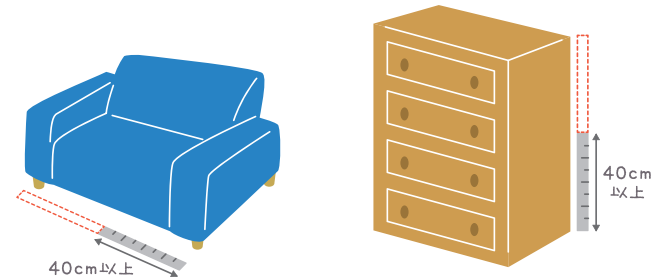
Garbage that can be disposed on the "Recyclable Garbage Station"

2x a month (Collection day varies according to areas)

- Glass bottles (liquor, beverage, seasoning, etc.)
- Beverage cans (beverage, liquor, etc. With the mark  (aluminum, steel) on the surface.
- PET bottles (beverage, liquor, etc. With the PET mark  on the surface)
- Fabric (old clothes, blanket, etc.)
- Metals (food can, spray can, frying pan, etc.)
- Papers (newspaper, magazine, cardboard box, paper container & packaging, etc.)

"Other" garbage or waste

- Dry cell batteries
- Bulky waste (items with over 40cm on one side)
- Home appliances applicable to the Home Appliance Recycling Law (TV, refrigerator and freezer, washing machine, air conditioner, tumble dryer)



On-line search for Garbage Separation guide and Garbage disposal schedule



Column 1

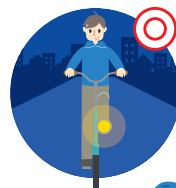
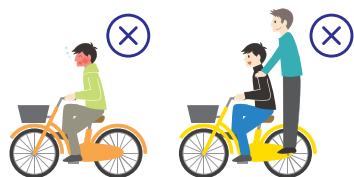
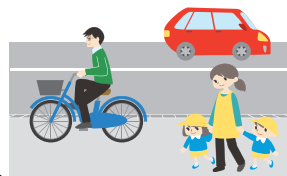
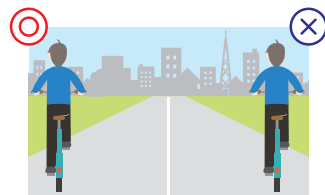


Such as employees' emptied lunch containers and cigarette butts, etc., regardless of its quantity or variety, any garbage aside from household garbage generated from shops, factories, offices, restaurants, etc. are categorized as "Commercial Garbage" and cannot be disposed at any Household Garbage Stations. Illegal disposal of Commercial Garbage will be imposed "Imprisonment of up to 5 years" or "Fine of up to ¥10,000,000" or both.

1.2 Traffic rules and manners

1.2.1 Pedestrians / Bicycles

- Basically, pedestrians walk on the right side of the road, bicycles run on the left side of the road.
- Find safer places to walk such as pedestrian crossings, pedestrian bridges.
- When crossing a railroad, always come to a complete stop and confirm the safety of both directions. Never attempt to cross once the alarm bell rings and the rail crossing barrier began to come down. In case the bell started to ring while you are crossing the railroad, get out of the area immediately.
- 5 basic rules for bicycle riders
 - A. Basically, bicycles must run on roadways. With a few exceptions on walkways.
 - B. On roadways, bicycles must run on the left side of the road.
 - C. On sidewalk, pedestrians have priority. Run on the roadway side in a moderate speed.
 - D. Keep Traffic Safety Rules
 - Riding bicycles under the influence of alcohol is prohibited.
 - Tandem and/or side-to-side riding are prohibited.
 - Turn on lights after dark.
 - Follow traffic signals.
 - At an intersection, always come to a complete stop and confirm the safety of both directions.



- E. Children must put on helmets when riding on bicycles.



* In accordance with Saitama prefecture regulations, every bicycle user is obligated to take out Bicycle Insurance.

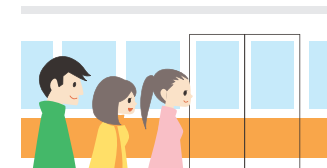
<http://www.pref.saitama.lg.jp/a0311/jitensya/jitensyajyourei.html>
(Japanese language only)



1.2.2 Buses / Trains

Many people use public transportation system such as buses and trains as means of commuting or going to schools. Observe good manners on trains and buses for the sake of every passenger's convenience.

- Stand in a queue.
Fall in line when getting on and off a train or bus. Never break into a line
- No smoking
Smoking is prohibited around bus stops, stations and inside trains and buses. Smoke may harm others. Use designated smoking area for smoking.
- Do not talk on the phone inside trains and buses.
Voices talking on the cell phone often annoys people around you. Talk after you got off the train or bus.
- Do not listen to music on music devices at full volume.
Music you listen may cheer you up, although it is just a mere noise for others. Some might want calmness while on trains and buses. Put on earphones and be careful on the volume in order not to let the noise leak.



1.2.3 Automobiles / Motorcycles

Driving automobiles and motorcycles in Japan requires proper Japanese driver's license. To obtain Japan's driver's license, take and pass an examination or apply for recertification of your home country's driver's license and pass the screening. There might be some exceptions. For further details, please contact Saitama Prefecture Driving License Center (P 33).

Although automobiles and motorcycles are very convenient means of transportation, it also become dangerous weapons that might take somebody else's life. Always keep this fact in your mind, follow the traffic rules and take others into consideration each time you drive.

1.3 Manners on everyday life

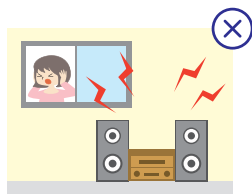
1.3.1 Communicate with your neighbors.

Japanese people, who consider the importance of human social ties, put a high value on communication in the community. Besides that, mutual aid will be inevitable in case of emergency. Try and have communications with your neighbors on a daily basis to form proper human relations in which you can trust and respect each other.

1.3.2 That would be a noise for your neighbors.

Since houses in Japan are standing close to each other, generating big sounds might become a nuisance to your neighbors. Do not talk on a loud voice, make noise, watch TV or listen to music devices on full volume.

Especially from 9 pm to 7 am, most people need silence. Be conscious of everyone around you.



Column 2



Loud voice? Boisterous noise? What level would that be?
Recognition of noise differs from people. It is hard to describe the definition of the noise. Compare the circumstances in Japan and in your country. Some might be surprised by the calmness of Japan's housing environment especially at night. We appreciated your understanding of our culture in respecting "silence" in our everyday life.

1.3.3 Respect Common spaces and areas.

Do not put personal belongings in the communal halls and stairs of your apartment. Putting objects on such places might hinder peoples' evacuation in case of emergency such as earthquakes or fires. Always leave and secure the place for everyone.



1.3.4 Herding together might interrupt others.

It is not deemed as a good behavior herding and making noise in front of shops, in parks, etc. This interrupt other people who want to use the facility in a proper way.

1.3.5 Keep your town clean

It is not acceptable tossing away garbage on the street. Get together to keep the cleanliness of the city of Kawaguchi.

1.4 Town block / Residents' Association

Town block / Residents' Associations are autonomous associations for the realization of community in which people can lead a comfortable life. They are working on preserving community's environment and improvement of welfare services through various activities.

[Town block / Residents' Associations' activities]

- [Disaster prevention / Crime prevention / Traffic safety campaign] for the safety of the community
- [Cleanup campaign] for clean and beautiful community
- [Publicity activities] for providing area's information
- [Cultural • Sports • Recreational activities] for the healthy, culturally active life
- [Welfare activities] for supporting each other

To join a Town block / Residents' Association, you need to pay a membership fee. By joining and understanding the objective of each activity, it will help you know more about customs in the area, and also helps you make acquaintances with your neighbors.

Please ask the chairperson of each Association or groups for enrollment. In case you have no idea which Association to join, contact the Kawaguchi city office.

Column 3



How about residents living in apartments, condominiums...?

Residents of apartments, condominiums can also join a Town block / Residents' Association. Particularly, each condominium has its own "Condominium Residents' Management Association", to which all residents must join. Details are slightly different from each. Contact the city office or each contracted management companies for further details.

1.5 Disaster prevention • Crime prevention

1.5.1 Disaster prevention

Natural calamities, particularly earthquakes often hit Japan. We would like you to acquire prior disaster prevention knowledge in order to deal with calamities, especially with unexpected earthquakes.

[Preparation 1] Secure furniture to the wall to prevent them falling down from the shock of the quake.

[Preparation 2] Prepare an Emergency kit / Provision of food

[Preparation 3] Check the nearest Emergency Evacuation sites and Temporary Evacuation sites.

[Preparation 4] Discuss with family members on how to react in case of emergency.



... If an earthquake occurs,

- A. Guard yourself (DROP (Squat down) → COVER (Guard your head) → HOLD ON (Steady yourself)
 - B. Make sure all possible sources of fire are extinguished
 - C. Secure the evacuation exit
 - D. Ensure your family members' safety
 - E. Turn off the circuit breaker
- * For protecting your beloved ones including your family, try to secure the safety of yours first (Self-aid). Once your own safety is secured, start cooperating with your family members and neighbors to help people in need of rescue (Mutual-aid).

1.5.2 Crime prevention

A. Bicycle theft

Bicycles might be stolen from parking spaces, streets, even from your premises, even if you locked them properly. We recommend you to use more than two locks to your bicycles.

B. Vehicle theft

Wallet, bag, etc. left on the car might be targeted.

- Always lock the vehicle when you leave the car
- Never leave valuables on the vehicle
- Preferably park your car in a parking lot equipped with higher levels of security installations
- Make use of theft prevention gadgets

1.5.3 Crimes targeting children

Children might be inquisitively asked or stalked in parks or on streets.

- Teach your child not to go with strangers.
- Avoid to be left alone
- Teach your child to cry or scream when he/she got scared
- Teach your child to let the family know where he/she is going.



1.5.4 Snatchings (Theft)

Bag snatchings targeting pedestrians and bicycle riders.

- Hold your bag opposite from roadways
- Put a cover on the basket of your bicycles
- Always hold valuables firmly
- Be vigilant.



1.5.5 Crimes targeting women

Beware of molesters targeting women walking alone late at night.

- Choose streets with more people and lights
- Carry a noisemaker for crime prevention
- Avoid walking while listening to music devices or fiddling cell phones



1.6 Medical treatments

- When visiting medical institutions for treatment or consultation, bring someone who speaks Japanese who will facilitate your consultation.
- Full medical cost will be charged on you unless you have a Health Insurance Card. Be sure to join National Health Insurance system or Company's Social Health Insurance system.
- In case of emergency(unconsciousness or serious injuries caused by traffic accidents, etc.), call "119". Service is available 24 hours.

1.7 Translation • Interpretation services

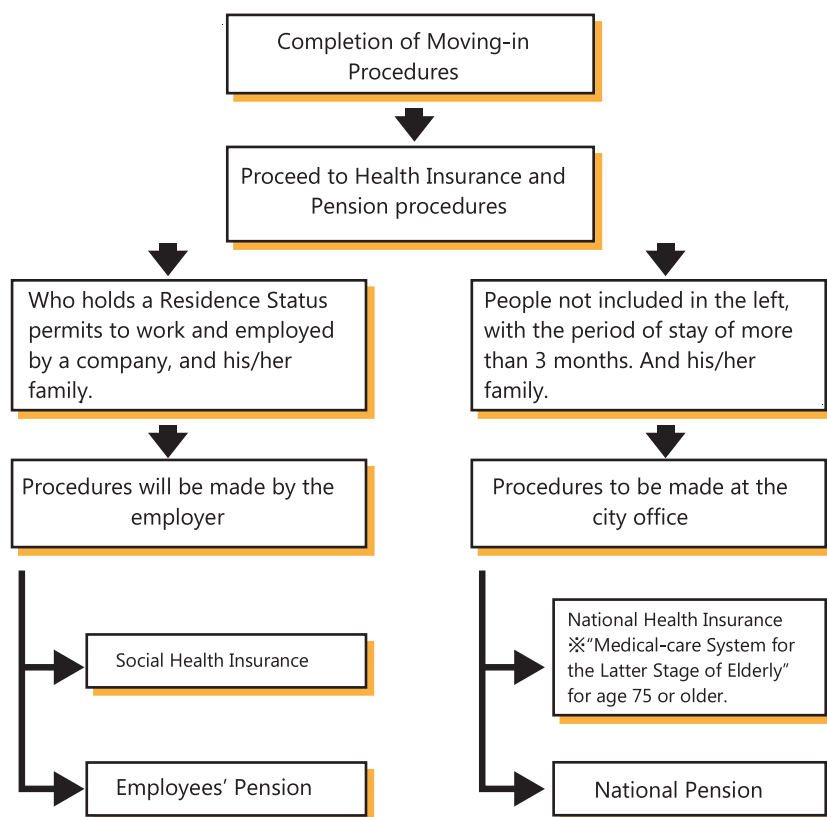
Kawaguchi city office is not offering personal translation/interpretation services.

In case you need translation or interpretation services when visiting municipal offices, medical institutions, or submitting documents to Immigration bureaus for renewing your residence status, ask friends or family members who understand Japanese, or private translators or interpreters.

In case you need help, you may also ask (Consultation Services Center for Foreign Residents, Saitama prefecture) (P 33).

2 Procedures at City office

Moving-in Procedures



*Mentioned above is the basic procedures. There might exist some exceptions. For further details, ask staff members of each desk.

2.1 Resident's registration

Medium and long term residents (Residence card holders) are obliged to register your address. Resident's registration must be made within 14 days of your moving in to Kawaguchi city. Also, procedure of transferring your resident's registration is required when you move out of Kawaguchi city.

Colum 4

"Residence card" establishes your identity. Always carry it with you.

For further information on "Residence card", please contact Tokyo Immigration Services Bureau (P33).



2.2 "My Number" system

" My Number" is a 12-digit personal code provided for every person who has registered address in Japan. The code is used for social services in the fields of taxation, welfare and measures for disaster prevention.

On your first resident registration, the City Office will send you the "Notice of Personal Code" which contains your "My Number" . Please follow the instruction enclosed in the Notice and go through the procedure for the issuance of "My Number card" . You will have to notify your employer of your My Number (personal code) when you start working. You also need to go through the procedure of change of address of your My Number card each time you change your actual address. This is a very important card, so keep it in a safe place in order not to be lost or stolen.

※Former "Notification Card" was abolished on May 25th, 2020.



Colum 5

What is "My Number" system?

System established for the purpose of improving services for residents in the fields of Social security, Taxation, Responding in case of calamities as well as for the realization of fair and impartial society.

2.3 Tax

Every residents in Japan, regardless of his/her nationality, shall be liable to taxation.

Revenues from various taxes will be used on education, welfare, medical services as well as administrative services concerning culture, environment and industries.

We appreciate your cooperation in fulfilling your taxpayer's obligation.



Colum 6

You need to submit Tax Payment Certificate when renewing your Residence status at the immigration Bureau. Be sure to keep fulfilling your duty to avoid inconveniences.

2.4 Pension

Pension scheme is to provide pensions to people who get too old to work, become unable to work due to injuries caused by accidents, or families lost its breadwinner. People of 20 - 60 years of age are all obliged to be enrolled in any of the pension schemes.

"National Pension"

Mainly for the self-employed, unemployed

"Welfare Pension (Company's Pension)"

For people with residence status and being permitted to work in a company, and its spouse

If a foreign worker decides to return to his/her home country, he/she may receive a lump sum withdrawal payment by satisfying certain conditions. For further details, contact Japan Pension Service, Urawa Pension Office (P 33).

2.5 Health Insurance

Health Insurance system is established for the purpose of lighten the burden of medical expenses of members in case of being taken ill or injured. The system collects premiums from members, so that members can easily avail himself/herself of the necessary medical attention. This meant to be established as a mutual aid system, not as a personal service, so be sure to fulfill your legal obligation to pay premiums.

"National Health Insurance"

For medium-long term residents (age under 75), excluding residents mentioned below.

"Company's Health Insurance"

For Company workers permitted to work with their residence status and its family members.

2.6 Marriage / Pregnancy / Childbirth

By submitting Marriage Notification, you will become a married couple.

A pregnant woman is supposed to receive a Mother/child Health Handbook by submitting Pregnancy Notification. Keep and use it with great care since child's vaccination history and results of medical checkups are to be recorded in this handbook.

When a baby is born in Japan, register the baby's birth at the city office within 14 days (including the date of birth) of the child's birth. (You also need to register the baby's birth at the Embassy of your country and at the Immigration Bureau)



2.7 Child rearing

2.7.1 Medical expenses on children

For the purpose of giving children the necessary medical treatment, we have the "Children's Medical Expenses Aid", which covers part of medical expense for children. Prior registration of the child's qualification is required. Make application within 15 days of the child's birth or moving-in.

2.7.2 Health checkups for babies

This periodic checkups is important to mothers because it officially records your baby's growth. Notification will be sent to your address by post. Be sure to have your baby checkups. Also, public health nurse or midwife visits every "Nursing mother / Newborn baby" at home to give advice and information on looking after a baby. Feel free to ask any questions concerning child care.

2.7.3 Vaccination

Kawaguchi city is conducting periodic vaccination services for all infants for the prevention of infectious diseases and reduce the risks of getting diseases. Notifications will be sent to the infant's home address according to the schedule. Be sure to confirm the notification when you receive the notification.

Colum 7



For people who have just moved-in... Vaccinations that should already be received will not be notified. In case you have questions about vaccinations, contact the city office.

2.7.4 Nursery schools

Nursery schools are institutions that help working parents to look after their children. Procedures and screenings are required for you to be qualified. For further information, please contact the city office.

2.7.5 Elementary and Junior High school

In Japan, compulsory education starts at the age of 6 and ends at the age of 15, 6 years at Elementary school and 3 years at Junior High school.

Kawaguchi city will send Entrance Notification (postcard) to incoming pupils and their parents by late January. In case the notification does not reach you, contact the city office.

Colum 8



For students and pupils transferring into municipal Elementary or Junior High schools in Kawaguchi city. • • • Firstly contact the new school to be in. Get necessary documents for transferring from the child's former school. Then submit them to a new school. For further details, contact the city office.

3 Counseling desk for foreign residents

Providing multilingual municipal information, counseling on matters concerning daily life, providing information on volunteered Japanese classes.

- (1) Place : Kawaguchi Citizen's Partner Station (Cupola Main building M4F,
1-1, Kawaguchi 1 chome, Kawaguchi city)
Languages : Japanese, English, Chinese, Korean, Vietnamese, Nepali, Indonesian
Tagalog, Thai, Portuguese, Spanish, Khmer, Burmese
Open hours : From Tue - Sat, 9:00 am - 12:00 pm, 1:00 am - 5:15 pm
*Closed on National holidays and New Year holidays
- (2) Place : City Hall Main bldg. (1-1, Aoki 2-chome)
Languages : Japanese, English, Chinese, Korean, Vietnamese, Nepali, Indonesian,
Tagalog, Thai, Portuguese, Spanish, Khmer, Burmese, Turkey
Open hours : on Thursday, 10:00 am - 12:00 pm, 1:00 am - 4:00 pm
*Closed on National holidays and New Year holidays
*Open hours for consultation in Turkish might be changed due to various reasons.

Translation service is available via TV phone, Coordinator for International Relations or Counselors for Foreign residents. For further information, please check QR on the right.

<https://www.city.kawaguchi.lg.jp/soshiki/01060/020/4/3584.html>

Inquiry : 048-227-7607



4 Learning Japanese language

There are many volunteered Japanese classes in Kawaguchi city, most of them are free. Time, place, methods are slightly different from classes. Visit and check yourself to find classes appropriate for you. Please ask each class for details.

*In case you do not speak Japanese, ask someone speaks Japanese on your behalf.

【List of Volunteered Japanese Classes】

<https://www.city.kawaguchi.lg.jp/soshiki/01060/020/4/4970.html>



5 Information on projects and events for foreign residents

Kawaguchi city is conducting various events that would be useful for foreign residents.

- **Guidance for Entering Senior High School for non-Japanese speaking students and their parents**
Provide basic information on Japan's Senior High School entrance system, school life, tuition fees, etc. Searching for a Senior High School in Japan inevitably requires support from parents. Teachers and Senior High School students will give you a talk. Make the best of this opportunity in searching for your future.

- **Disaster Prevention Drill for foreign residents**

Earthquakes, floods, other natural calamities often strike Japan. Learn appropriate response and preparation against calamities in order to minimize the damage, act rationally in case of emergency

- **Tax & Pension Seminar for Foreign Residents**

Seminar on Japan's tax and pension systems to properly understand the system and fulfill the duty of tax-payment in order to receive necessary services you need in the future. Japan's tax and pension systems are based on a mutual aid system. Although they might seem a little complicated, make the best of this occasion for your future.

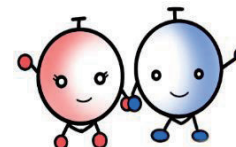
- **Japanese Speech Contest by Foreign Residents**

Non-Japanese speakers deliver talks on cultural differences, things strikes them as strange, etc. in Japanese. Not only the first winner but also other high-rank prize winners are awarded prizes. Take this occasion to exercise your Japanese. Try to join and deliver your speech.

*Need to meet the requirements for application. Ask Promotion of Civic Cooperation Section (048-227-7607).

- **Newsletter on Multicultural coexistence TOMO×TOMO**

The Newsletter issued for both local and foreign residents in Kawaguchi. To be issued 3x a year, articles consists of useful information and community information. *Kana* syllables are attached above each *kanji* (Chinese characters) to help foreigners in reading *kanji*. Also articles in other languages (English, Chinese, Korean and Vietnamese) are attached. Please take a look at it.



6 Useful facilities and organizations

• Kawaguchi City Office

Office hours : 8:30 am - 5:15 pm (Mon - Fri)
(Closed on National holidays and New Year holidays)
Address : 1 - 1 Aoki 2 chome, Kawaguchi city.
Phone : 048 - 258 - 1110

• Tokyo Regional Immigrations Services Bureau

Office hours : 9:00 am - 4:00 pm (Closed on Sat & Sun, National holidays)
Address : 5 - 30, Kounan 5 chome, Minato-ku, Tokyo.
Phone : 0570 - 034 - 259

• Tokyo Regional Immigrations Services Bureau, Saitama Branch Office

Office hours : 9:00 am - 4:00 pm (Closed on Sat & Sun, National holidays)
Address : Saitama 2nd Legal Affairs Bureau Joint Government Building 1F, 12 - 1,
Shimo ochiai 5 chome, Chuo - ku, Saitama city.
Phone : 048 - 851 - 9671

• Comprehensive Consultation Center Saitama for Foreign Residents

Office hours : Mon - Fri 9:00 am - 4:00 pm
(Closed on Sat & Sun, National holidays, New Year holidays)
Address : 6 - 5, Kita Urawa 5 chome, Urawa-ku, Saitama city.
Phone : 048 - 833 - 3296

• Japan Pension Service Urawa Pension Office

Office hours : Mon - Fri 8:30 am - 5:15 pm
(Closed on Sat & Sun, National holidays, New Year holidays)
Address : 5 - 1, Kita Urawa 5 chome, Urawa-ku, Saitama city.
Phone : 048 - 831 - 1638

• Hou-Terasu Multilingual information service (Japan Judicial Support Center)

*Legal consultation
Office hours : 9:00 am - 5:00 pm (weekdays)
Phone : 0570 - 078 - 377

• Hello Work Kawaguchi *Consultation for job-seekers/Job replacement service

Office hours : 8:30 am - 5:15 pm (Closed on Sat & Sun, National holidays, New Year holidays)
Address : 2 - 7, Aoki 3 chome, Kawaguchi city.
Phone : 048 - 251 - 2901

• Driving License Center (Saitama Prefectural Police Department)

Office hours : 8:30am - 4:45pm (Closed on Sat & Sun, National holidays, New Year holidays)
Address : 405-4 Kounosu, Kounosu city.
Phone : 048 - 543 - 2001

• Emergency calls

110 Police Dept. (Crime, Car accident)
119 Fire Dept. / Ambulance (Fire / Sudden illness / Injury)

*Open hours might be changed in accordance with prevention measures against the spread of COVID-19 infectious diseases.

7 Practicing of "New form of Lifestyle"

To diminish the risk of getting Novel coronavirus infectious diseases, we would like you to adopt the practice of "New form of Lifestyle" in your daily life.

- Keep a distance of 2 meters as much as possible (at least a meter), between two persons.
- Choose outside rather than inside if you are to play.
- Avoid standing right in front of each other during conversation as much as possible.
- Wear a mask when you go out, also wear one even when you are inside and talk even without any symptoms.
- Wash your hands and face first when you get back home, followed by changing clothes and showering as soon as possible.
- Carefully wash your hands with water and a soap for approximately 30 seconds (also possibly with hand sanitizer)
- Pay more attention to your health, especially when meeting those who may have a high risk of serious symptoms, such as the elderly or people with chronic diseases. Do not force yourself to go out if you have symptoms of cold. Avoid such settings as "Badly ventilated place", "Densely populated place where people have to spend a while together", "Place where an unspecified large number of people inevitably come in contact with each other", are the most effective way to protect yourself from getting infected with viruses. Each person's serious effort is vitally important. Always keep the above examples in mind for the prevention of infectious diseases.

• For foreign residents who have been troubled by the influence of COVID-19 :

FRESC Help Desk

Connecting hours : 9:00 ~ 17:00 (closed on Saturday, Sunday and national holidays)
Phone : 0120-76-2029 ※ No charge

• Hotline for foreign residents with problems relating to COVID-19

Connecting hours : 24 hours (includes Saturday, Sunday and national holidays)
Phone : 048-711-3025

• Kawaguchi City COVID-19 Infectious Diseases Hot Line

Open hours : 8:30 ~ 17:15 (Mon ~ Sat)
Phone : 050-3614-4454

