



Lifestyle Support Book for Foreign Residents



日本人の方へ

普段の生活、避難所、医療機関、学校、職場などで、困っている外国人の方がいらっしゃったら是非サポートをよろしくお願いたします。外国人の方とコミュニケーションの助けとなるツールもぜひ役立ててください。

多言語医療問診票

日本で暮らす外国人の方が病院へ行くとき、病気やケガの症状を医師に説明する手助けをするためのカードです。



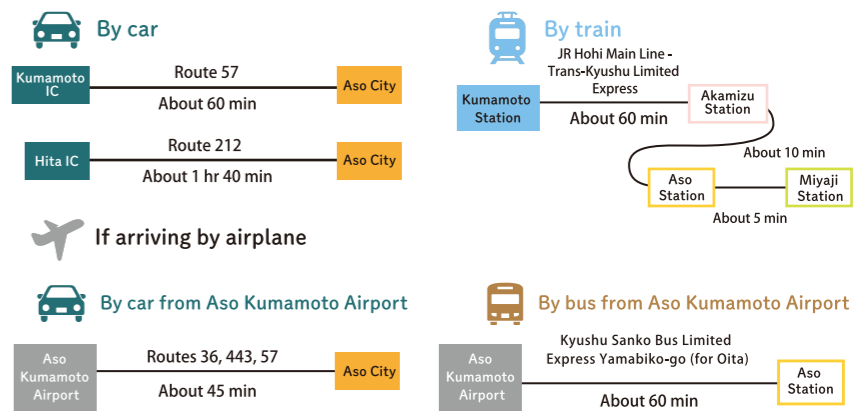
多言語避難者登録カード

災害が起きたときに、避難所に来た外国人の方が住所・状況・健康状態などの情報を書き込めるカードです。



I wish you all a pleasant and good life in Aso. We hope you enjoy your time in Aso as you learn to love the local area and make new friends along the way!

Getting Here



Inquiries About Living in Aso City

Aso City Economic Affairs Bureau,
Community Development Division
504-1 Miyaji, Ichinomiya-machi, Aso-shi, Kumamoto-ken 869-2695
TEL. 0967-22-3318 / FAX. 0967-22-4566
Email: machizukuri@city.aso.lg.jp
Created with the support of the Council of Local Authorities for International Relations (CLAIR).

Aso City Official Website



ASO IS GOOD! Aso City Tourism Association Website



Aso City Official Instagram @asostagram





Welcome to Aso City!

Aso City is a charming city spread out at the foot of Mt. Aso, where you can enjoy the great outdoors, relaxing hot springs, and delicious food. The locals are ready to help when you need them!

When in Trouble

Throwing Away Garbage

Page 3

Electricity, Gas, Water

Page 4

In Case of Disaster (Earthquake, Typhoon, Etc.)

Page 5

Illnesses, Injuries, Fires, Accidents

Page 6

For any other problems, please try to visit Aso City Hall first

Sightseeing



With one of the world's biggest calderas, other natural wonders, and its rich history and culture, Aso attracts over 16 million tourists annually.

Check here for sightseeing information →



Getting Around the City



The main modes of transportation are cars, bicycles, buses, and trains. For those in areas not served by buses or trains, shared taxis are also available.

Information on Buses and Trains →



Info on Sharing Taxis →



Climate



The average temperature is about 13° C (55° F), and the climate is cool throughout the year. Winters get very cold, and it sometimes snows.

Aso City Hall Service Counter Information

Aso City Hall provides consultations on various matters, including administrative procedures and daily life.



Google Maps

About National Health Insurance/ Pension

Health Insurance and Pension Division
(Main City Hall, 1st Floor)
TEL: 0967-22-3145

If Pregnant

Health Promotion Division
(Main City Hall Health Center)
TEL: 0967-22-5088

Financial or Employment Difficulties

Community Support Center
(Main City Hall East Annex)
TEL: 0967-22-3364

Taxes

Taxation Division
(Main City Hall, 1st Floor)
TEL: 0967-22-3148

Change of Address

Citizens Affairs Section
(Main City Hall, 1st Floor)
TEL: 0967-22-3135

Marriage

Citizens Affairs Section
(Main City Hall, 1st Floor)
TEL: 0967-22-3135

When speaking at the service window, using a voice translation app is convenient.

VoiceTra



Android App Store

Aso City Hall Branch Office Information

In addition to the Main City Hall, there are branch offices in each region for your convenience. Please use the nearest branch office.

Information on the Main City Hall and branch offices is available here →



Uchinomaki Branch Office

1111-3 Uchinomaki, Aso-shi,
Kumamoto-ken 869-2301
TEL: 0967-32-1111



Google Maps

Namino Branch Office

2703 Namino, Namino Oaza,
Aso-shi 869-2806
TEL: 0967-24-2001



Google Maps

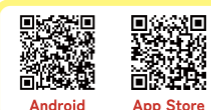
How to Use This Guidebook

This book provides useful information for living in Aso City.

To see information in your native language

If you look at this guidebook with the Google Translate camera, you can translate it into your native language.

Download the App



Android App Store

MORE INFO!!

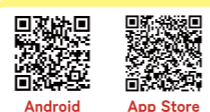
Dedicated pamphlets are available in English, Khmer, and Vietnamese. You can view it on the Aso City website or obtain a copy at the city hall service window.



The internet is useful!

When you browse the internet with Google Chrome, you can see information in various languages, including your native language.

Download the App



Android App Store



Contents



P.1 When You Need Help/Aso City Hall Information

P.2 Welcome to Aso City/How to Use This Guidebook

P.3 Throwing Away Garbage

P.4 Electricity, Gas, Water/Postal -> Postal Services

P.5 In Case of Disaster (Earthquake, Typhoon, Etc.)

P.6 Illnesses, Injuries, Fires, Accidents

To All Foreign Residents Who Have a My Number Card

Caution

If you extend your period of stay, you are required to update the information on your My Number Card.

If you do not complete the extension process at the city hall service counter before the expiration date on your My Number Card, your card will become invalid. (It is a plastic IC card with a photo.)



If the expiration date of your period of stay is changed due to the renewal of your residence permit, this information will not be automatically reflected on your My Number Card. If you have a My Number Card, please go to the service counter to update this information.

If you change your address or name on your residence card, you must also update this information at the service counter within 14 days.

The service counter is at the Citizens' Affairs Division.

2 Electricity, Gas, Water



Electricity, Gas, Water Once your move-in date to Aso City is set, please apply to start your water service. If you have any problems, please contact the following.

| Types | Point of Contact | How to Set Up | Payment | Contact |
|-------------|--|---|--|--|
| Electricity | Electricity Company | Telephone/Website | Once a month | Please contact your electricity provider. |
| Gas | Gas Company | Telephone/Website A representative from the gas company will come to your home to turn the gas on and off. | Once a month | This varies depending on your location. Please ask your landlord or real estate agency. |
| Water | Water and Sewerage Division Miyaji, Uchinomaki, Kojo (Districts 1 to 3-2), Kurokawa, Nagamizu, Yamada, Ogaishi, Namino, and areas other than those shown below. | Telephone and City Hall counter | Once a month | TEL: 0967-22-3196 (Water and Sewerage Division, Main Office) TEL: 0967-32-2731 (Uchinomaki Branch) TEL: 0967-24-2001 (Namino Branch) *Please call the location closest to you. (Office hours: 8:30 a.m. to 5:00 p.m.) Closed on Saturdays, Sundays, and public holidays. |
| | The property custodian of your district or the Planning and Finance Division Sakanashi, Nakadori Kojo (Districts 4 to 7) | Telephone and City Hall counter | Sakanashi: Once a year Nakadori: Once a month Kojo (Districts 4 to 7): Once every three months | TEL: 0967-22-3204 (Planning and Finance Division) (Office hours: 8:30 a.m. to 5:00 p.m.) Closed on Saturdays, Sundays, and public holidays. |

Aso City's tap water comes from natural underground sources, so it is delicious to drink.



Postal Services

At the post office, you can send money and parcels, open a Japan Post Bank account, and more. Post offices and mailboxes are represented by the 〒 symbol.



Post Offices in Aso City



Using the Post Office



Sending Packages Overseas via International Mail

This will introduce how to send packages overseas.

A Beginner's Guide to Sending Packages Overseas



You can create the labels and documents required for overseas shipping.

International Mail My Page Service



1 Throwing Away Garbage



Garbage collection days vary depending on where you live. Please put your garbage out at the designated location by 8:30 a.m. on the designated day.

(If you are unsure of the designated location, please contact your district head, building manager, or real estate agency.)

Garbage Collection Schedule by Area



How to Throw Away Garbage

STEP 1



Please rinse out glass and plastic bottles.

STEP 2



Separate your garbage by its type. (Please refer to the sorting chart.)

STEP 3



Please put it in the designated trash bag. (Trash bags can be purchased at supermarkets, convenience stores, home centers, etc.)

STEP 4



Please put your garbage out at the designated place on the designated day.
*By 8:30 a.m.

Sorting Rules

Aso City Household Garbage Sorting and Disposal Guide



| Solid Fuel Waste | Recyclable Waste (Cans and Bottles) | Recyclable Waste (PET Bottles) |
|--|---|--|
| <p>Paper waste, food waste, plastic, leather, cloth, rubber, vinyl, etc.</p> | <p>Cans and glass bottles used for food and beverages</p> | <p>PET bottles used for food and beverages *Remove the cap.</p> |
| <p>Tie magazines together, cardboard together, etc.</p> | <p>Jackets, pants, shirts, sweaters, sheets, etc. *Underwear is solid fuel waste.</p> | <p>Tie together with string</p> |
| <p>Tie together with string</p> | <p>Tie together with string</p> | <p>Metals, glass, ceramics, spray cans, etc. *Please empty spray cans of gas</p> |

4 Illnesses, Injuries, Fires, Accidents

Contact information in case of emergency (sudden illness, injury, fire)

Available 24 hours for free. Use only in case of emergency.

Call and tell us (1) what happened, (2) where you are, (3) your name, and (4) your phone number.

Sudden Illness/Injury



Emergency, Sudden Illness, or Serious Injury

Fire/Emergency Services



Fire or When You Need Rescue

Incidents and Accidents



In the Event of a Traffic Accident or Crime

Hospital



Click here for hospital information

There is information about hospitals.

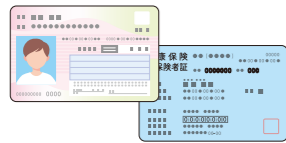
- What kind of hospital (which hospital to go to)
- Doctor on duty at home, holiday and night urgent care centers (hospitals where you can go on holidays or at night)

Using a voice translation app can be convenient for communication.

Google Translate is available here:



Be sure to take your health insurance card (My Number Card or Certificate of Eligibility) with you to the hospital.



When you go to a hospital in Japan, you need an insurance card. If you do not bring your insurance card with you, the hospital will charge you a very high price.

In case of illness, injury or fire

In case of an emergency (sudden illness or injury) or fire, call the fire department (#119).

STEP 1

Dial "119."

STEP 2

When the call connects, please speak to the operator.

Please specify:

1. Emergency or fire
2. The address
3. A nearby landmark
4. The condition of the injury or illness

Ambulances are free, but please do not use them for minor illnesses or injuries.

In the event of a traffic accident

Please say: 1. What happened 2. Location 3. Name 4. Phone number

STEP 1

Stop driving immediately. Move your vehicle to a safe place, such as the shoulder of the road or an empty lot, so as not to obstruct other traffic.

STEP 2

Call the police (#110) and tell the responding police officer what happened. *If someone is injured, call an ambulance (#119).

STEP 3

Even if you think you are not injured or only slightly injured, you may realize later that you have a serious injury, so please go to the hospital as soon as possible.

STEP 4

You may need a Traffic Accident Certificate to receive support after a traffic accident. Please proceed with the inquiry application process at the police station where you reported the accident.

Aso Police Station

1306-1 Kurokawa, Aso-shi 869-2225
TEL: 0967-35-5110



Google Maps

Police boxes and police stations are located throughout the city.



3 In Case of Disaster (Earthquake, Typhoon, Etc.)

Useful information on disaster preparedness is available in multiple languages.

MORE INFO!



Learn more about disasters →



Potential Disasters in Aso City



Earthquakes

The ground shakes. If it is a large earthquake, buildings may collapse or fires may occur.



Heavy Rain

"Localized torrential downpour" is rain that falls very intensely over a short period. increases the risk of landslides. -> It may increase the risk of landslides.



Typhoons

Involve heavy rain and very strong winds. Often hit Japan from summer to autumn.



Volcanic Eruptions

A phenomenon where magma and volcanic ash erupt into the air. Possibility of falling volcanic ash and rocks.

Disaster Prevention (Disaster Preparedness)

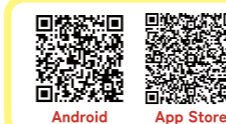


Japan is a country prone to disasters. For your own safety, please keep in mind that a disaster could strike at any time.

Disaster Prevention App

Aso City Disaster Prevention App

Aso City Disaster Prevention & Weather Information



Android App Store

Aso City Evacuation Shelter Map (Disaster Relief Map)

Check out info on Aso City evacuation shelters



Webpage

Safety Tips

Provides info on disasters in Japan



Android App Store

NHK WORLD-JAPAN

Access NHK news



Android App Store

Notification Terminals are used to deliver useful information

These information terminals deliver disaster prevention information as quickly as possible. Emergency broadcasts will be made during fires or disasters. Installation is free of charge with proof of residence. Apply to get yours installed today!



Where to Apply for Installation

Information Management Office,
Aso City Hall Disaster Prevention Information Division
504-1 Miyachi, Ichinomiya-machi, Aso-shi 869-2695
TEL: 0967-22-3253



Be prepared before disaster strikes!

Handy Emergency Items

It is easy to take these with you in an emergency if you keep them in a backpack, etc. When shopping, buy extra food and water to keep on hand.

- | | | | |
|--|---|---|---|
| <input checked="" type="checkbox"/> Food | <input checked="" type="checkbox"/> Residence Card | <input checked="" type="checkbox"/> Portable toilet | <input checked="" type="checkbox"/> Face mask |
| <input checked="" type="checkbox"/> Water | <input checked="" type="checkbox"/> Embassy contact information | <input checked="" type="checkbox"/> Cellphone charger | <input checked="" type="checkbox"/> Towels |
| <input checked="" type="checkbox"/> First aid | <input checked="" type="checkbox"/> Passport | <input checked="" type="checkbox"/> Cold weather gear/ aluminum blanket | <input checked="" type="checkbox"/> Feminine hygiene products |
| <input checked="" type="checkbox"/> Flashlight | <input checked="" type="checkbox"/> Cash (including coins) | <input checked="" type="checkbox"/> Plastic wrap, disposable chopsticks, paper plates | <input checked="" type="checkbox"/> Baby supplies |
| <input checked="" type="checkbox"/> Radio | <input checked="" type="checkbox"/> Map | <input checked="" type="checkbox"/> Cloth adhesive tape | <input checked="" type="checkbox"/> Shoes |
| <input checked="" type="checkbox"/> Batteries | <input checked="" type="checkbox"/> Rain gear | <input checked="" type="checkbox"/> Toothbrush/mouthwash | <input checked="" type="checkbox"/> Gloves |

