

HIGASHIHIROSHIMA



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Website <http://www.city.higashihiroshima.lg.jp/koho/multilingual/3491.html>

Support for those affected by the torrential rains of July 2018

- ・平成30年7月豪雨に係る
- ・支援制度について

The heavy rains during the days following July 5th caused huge damage across large parts of western Japan. Even in Higashihiroshima, many people were victims of the disaster.

For information in various languages about support for those affected by the torrential rains, about the issuance of Disaster Victim Certificates and Disaster Damage Certificates, etc., please see the City website: <http://www.city.higashihiroshima.lg.jp/soshiki/seisakukikaku/1/2/1/disasterinfo/index.html>

(Information in various languages)

(You can also access the information from the 'Foreign language' link on the top-right of the City website: 'Foreign language' → '外国人のための生活情報 / Living Information' → '多言語による災害関連情報 / Disaster Information')

Depending on the extent of the damage you have suffered, there are various systems of support you may be able to take advantage of. If you have suffered damage in the disaster, please check the information, and contact the departments in charge of the systems of support that apply to you. If you will have difficulty asking for details or applying yourself, please make use of the consultation services for non-Japanese residents (Communication Corner), or the interpreting service available at the City Office.

Consultation services for non-Japanese residents:

<http://www.city.higashihiroshima.lg.jp/soshiki/seisakukikaku/1/2/1/disasterinfo/18123.html>

Interpreting service at the City Office:

<http://www.city.higashihiroshima.lg.jp/soshiki/seisakukikaku/1/2/1/interpreting/index.html>

If you have any difficulties or anything you need help with as a result of the disaster, or if you know anyone who needs help, etc., please contact the City Office using the following address:

hgh200917@city.higashihiroshima.lg.jp

The hot days are still continuing, so please take care of your health.

Contact: Academic City Promotion Division (Gakuen-toshi-suishin-ka, 学園都市推進課), tel.: 082-420-0917.

Schedule for public services during the o-Bon period

- ・お盆中の業務案内

The following is the schedule for public services in Higashihiroshima over the o-Bon period (the middle of August):

	August 2018					
	11 (Sat)	12 (Sun)	13 (Mon)	14 (Tue)	15 (Wed)	16 (Thu)
City Office	Closed		Open			
Communication Corner	As normal		Open until 17:00			As normal
Garbage disposal (Kamo Environmental Sanitation Center)	Open	Closed	Open			
Garbage disposal (Kamo Environmental Center)	Closed		Open			
Garbage disposal facilities (Akitsu)	Closed		Open			

Please note that during the o-Bon holiday (August 13, 14, 15), the opening times for the Communication Corner (in Sunsquare) will be from 8:30 to 17:00. Also, there will be no foreign-language consultation services available during the three days of o-Bon.

Contact (Communication Corner enquiries): Communication Corner (コミュニケーションコーナー), tel.: 082-423-1922.

Donations are being accepted to help those who were affected by the torrential rains in Hiroshima Prefecture in July 2018

- ・平成30年7月広島県豪雨災
- ・害義援金を受け付けています

(Information correct as of July 18th)

The torrential rains at the beginning of July caused huge damage, especially in western Japan. Donations are being accepted to help those who were affected by the disaster. Please give what you can.

Period

Until Friday December 28th, 2018. From 8:30 to 17:15 (weekdays only; not Saturdays, Sundays or national holidays)

How to donate

1. Directly, in cash

Donations are accepted at the Social Welfare Division (2F, City Office main building), at branch offices, and at sub-branches.

2. To a donation box

There are donation boxes at the service counter on the first floor of the City Office (main building), at the branch offices, and at the sub-branches.

Usage of donations

All of the money donated will be distributed via donation distribution committees (set up in disaster areas) to those who have suffered damage as a result of the disaster.

For more details

Please contact the Social Welfare Division, Health and Welfare Department, Higashihiroshima City, tel.: 082-420-0932

Sending money to the Japanese Red Cross Society

For information about sending money to the Japanese Red Cross Society by bank account transfer, please see the Japanese Red Cross Society website.

Contact: Social Welfare Division (Shakai-fukushi-ka, 社会福祉課), tel.: 082-420-0932

Higashihiroshima City Disaster Prevention Email Service (available in six languages)

- ・東広島市防災メール等配信
- ・サービス（6か国語対応）

Japan is a country of many natural disasters. Each year, from this time of year until October, large numbers of typhoons approach Japan, and some of them strike land. These typhoons cause damage such as landslides or flooding. In addition, earthquakes and typhoons also occur regularly. It is important to be prepared for disasters, for example by knowing where evacuation centers are, and by ensuring that you have important items ready to take with you at any time.

The Higashihiroshima City Disaster Prevention Email Service is a free service that provides information about earthquakes, extreme weather, evacuation locations, civil protection measures, etc. The information is sent from Higashihiroshima City to the mobile phones or smartphones of registered users.

The service is available in six languages (Japanese, English, Chinese, Korean, Spanish and Portuguese). Both registering for and using the service are free. For details of the content of emails, how to register, etc., please see the Higashihiroshima City website:

<http://www.city.higashihiroshima.lg.jp/soshiki/seisakukikaku/1/2/1/bousai/index.html>

There are many other pages with information relating to disasters, disaster prevention, etc. Please take the time to check them.

Contact: Crisis Management Division (Kiki-kanri-ka, 危機管理課), tel.: 082-420-0400

Applications for April 2019 entrance into private kindergartens and approved Kodomo-en

- 私立幼稚園および認定こども園（1号認定）の新年度募集

Private kindergartens and approved 'Kodomo-en' in Higashihiroshima will begin accepting applications for April 2019 entrance (for the kindergarten facilities, where the child is three years of age or older). Details and application dates for each kindergarten or Kodomo-en are shown on page 11 of the August edition of the Higashihiroshima City Newsletter (the Japanese edition).

Applications for entrance into the nursery school facilities of Kodomo-en are accepted from December, the same time as standard nursery schools. Details will be shown in the city newsletter in October.

For details of application times, etc., necessary items, etc., please contact each individual kindergarten or kodomo-en.

Contact: Child Care Division (Hoiku-ka, 保育課), tel.: 082-420-0934.

City office interpreting services for foreign residents

- 外国人のための行政通訳サービス

There is an interpreter for foreign residents available in Higashihiroshima City Office.

- Locations at which interpreting services are available: the main building and the north building of the City Office.
- Languages available: English, Chinese
- Days and times when interpreting services are available: Mondays to Fridays (not including National Holidays) From 9:00 to 12:00, and from 13:00 to 16:00 (on Thursdays, until 15:00)

If you wish to make use of this service, please go to the Academic City Promotion Division on the fifth floor of the City Office. The interpreter will go with you to the relevant counter.

Alternatively, please tell the member of staff at the counter, 'Tsuyaku o o-negai shimasu' (つうやくをおねがいします). That means you require the interpreter.

We recommend that you make an appointment for the interpreting service in advance. If you make an appointment, your enquiries should be able to be dealt with more swiftly. If you have not made an appointment, please check the availability calendar for the interpreting service before coming to the City Office.

<http://www.city.higashihiroshima.lg.jp/soshiki/seisakukikaku/1/2/1/interpreting/12977.html>

You can make an appointment by email or by telephone, or by filling in the "City Office Interpreting Service Appointment Sheet" at the counter of the Academic City Promotion Division.

Email: hgh200917@city.higashihiroshima.lg.jp

Please make the message title: 'Interpreting appointment'.

Please include the following in the body of the email:

① your name, ② your nationality, ③ your email address or telephone number, ④ when you wish to make the appointment for, ⑤ what the interpreting is about

Telephone number: 082-420-0917 Academic City Promotion Division (学園都市推進課)

- ★This interpreting service is available free of charge.
- ★Details of matters discussed will be kept confidential.
- ★Interpreting by telephone is not available.

To those who are having trouble paying municipal tax, etc., as a result of the disaster

・災害により市税などの納付が難しい人へ

If you are having trouble paying municipal tax, etc., as a result of the disaster, please contact one of following to discuss matters.

- Municipal Tax Division (Shimin-zei-ka, 市民税課), tel.: 082-420-0910
- Property Tax Division (Shisan-zei-ka, 資産税課), tel.: 082-420-0911
- National Health Insurance and Pension Division (Kokuho-nenkin-ka, 国保年金課), tel.: 082-420-0933
- Tax Collection Division (Shuno-ka, 収納課), tel.: 082-420-0912
- Long-term Care Insurance Division (Kaigo-hoken-ka, 介護保険課), tel.: 082-420-0937

Consultation services for non-Japanese residents

外国人相談窓口

Consultation services for non-Japanese residents are available at the Communication Corner, in Sunsquare Higashihiroshima. English-speaking staff are available daily, at the following times: Tuesdays, Wednesdays, Thursdays: 9:00 to 17:00, Saturdays: 9:00 to 13:00, Mondays, Fridays, Sundays: 13:00 to 17:00.

Communication Corner website (English): <http://hhface.org/corner/en.html>

You can also access the Communication Corner website by using the upper QR code on the right.



Communication Corner website (English)

40-minute free legal consultations are available on Saturday August 4th, at 13:00, 14:00, 15:00 and 16:00. The date for September is Saturday September 1st. English translation is available. **Please make an appointment at least one week in advance.**

Contact: Communication Corner (コミュニケーションコーナー), tel.: 082-423-1922.



Facebook page

Communication Corner Facebook page:

<https://www.facebook.com/Communication-Corner-544685425697277>

You can also access the Communication Corner Facebook page by using the lower QR code on the right.

Night-time and holiday hospitals

夜間休日当番医

Full information about night-time and holiday duty hospitals (Primary Emergency Medical Care Hospitals) within Higashihiroshima City is published in the Japanese-language version of the monthly city newsletter 'Higashihiroshima' (the page inside the back cover), and on the Higashihiroshima City website:

In Japanese: <http://www.city.higashihiroshima.lg.jp/kenko/iryu/3/11522.html>

In English: <http://www.city.higashihiroshima.lg.jp/kenko/iryu/3/11526.html>

The information is also available (in Japanese and automatically-translated English) on the 'Kyukyu Iryo Net Hiroshima' site (<http://www.qq.pref.hiroshima.jp>). You will be able to find information about which medical facility to go to, and what times the facilities are open. The information on the site may be subject to change at short notice, so please contact the medical facility to confirm the information.

About emergency medical treatment

In the case of an injury or a sudden fever or illness, where you cannot decide whether the symptoms are serious or not, first of all go to a 'Primary Emergency Medical Care Hospital'. If the symptoms are serious, and emergency surgery or hospitalization is required, the doctor will provide an introductory letter for a 'Secondary Emergency Medical Care Hospital'. If the symptoms are clearly serious, do not hesitate to go to a Secondary Emergency Medical Care Hospital, or call 119 to summon an ambulance.

For details of Secondary Emergency Medical Care hospitals, where patients with serious symptoms can be treated, contact Higashihiroshima City Fire Department (tel.: 082-422-0119).

Higashihiroshima City Holiday Clinic (Kyujitsu Shinryosho, 休日診療所) is a facility that can provide emergency treatment in the case of a sudden medical problem, for those who cannot get treatment anywhere else. Whenever possible, please visit a medical facility during opening hours on a weekday. Holiday clinic medical Departments: internal medicine, pediatrics and dentistry.

- Open: Sundays, holidays, year-end and New Year holidays (Dec. 30 - Jan. 3). Hours: 9:00 - 12:00, 13:00 - 16:00

Call Center for Emergency First-aid for Children (Kodomo-kyukyu-denwa-sodan, こどもの救急電話相談), tel.: #8000 (from a normal phone or mobile phone) or 082-505-1399 (from an IP phone or hikari phone). Available 365 days a year, from 19:00 to 8:00 the following morning. Only in Japanese.

This newsletter contains selected information from the Monthly City Newsletter 'Koho Higashihiroshima'. This newsletter is available at the City Office and sub-branch offices, Hiroshima International Center, Communication Corner (SunSquare Higashihiroshima, 1F), Hiroshima University, Kindai University, Hiroshima International University, Fuji Grand (Higashihiroshima store), Youme Town (Higashihiroshima, Gakuen, and Kurose stores), Shoji (Route 375 bypass and Toyosaka stores), Gyomu-yo Shokuhin Super (Saijo store), Manso (Hachihonmatsu and Takaya stores), Bankok Store, Higashihiroshima Catholic Church (Takamigaoka), Motonaga Hospital, etc.

As of the end of June, 2018:

Population of Higashihiroshima City: 186,832
Population of foreign residents: 6,726