

LOVE SAIJO

ENGLISH

Guide to

Living in

Saijo

# Welcome to Saijo City

For foreigners

Version 4.0



Ehime Prefecture's Official Mascot Mikyan



**Saijo City**

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# **Emergencies and Disasters**

## **Fires, Medical Emergencies, Crimes, and Accidents**

Please report relevant details.

If you do not have access to a phone, please notify people nearby.

### **[Fires, Illnesses, or Injuries]**



TEL: **119**

► Convey the following to the dispatcher:

- 1 Kaji desu. (There is a fire.) / Kyukyu desu. (There is an emergency.)
- 2 Your current location (nearby landmarks and/or buildings)
- 3 The situation (Fire: what is burning / Medical Emergency: illness or injury condition)
- 4 Your name and phone number

### **[Crimes and Accidents]**



TEL: **110**

► Convey the following to the dispatcher:

- 1 The event or incident
- 2 Your current location (nearby landmarks and/or buildings)
- 3 The situation (Victims/wounded, perpetrator description, etc.)
- 4 Your name and phone number

## **Natural Disasters**

### **[Heavy Rain / Typhoons / Floods]**



○ Always check for new information and announcements.

- In Saijo, a siren will sound whenever the water in the dam is being released. It is a signal that the dam will discharge excess water.
- Heavy rain may increase the water level of the river. Please avoid approaching the river.
- Listen to the news and announcements, and evacuate as soon as possible, if necessary.

## 【Earthquakes】



### ▶ Prior to an Earthquake

- Japan is particularly prone to earthquakes. It's said that Saijo is overdue for a big one.
- Be prepared for earthquakes. It can save your life!
- Refrain from blocking exits with furniture.
- Refrain from placing objects that can fall over in your bedroom or your children's room.
- Leave a flashlight and an emergency disaster kit in an easy-to-access location.

### ▶ During an Earthquake

- Protect your head by getting underneath a table or any other surface.
- Turn off any stoves or any other sources of open flames.
- Secure an emergency exit.
- Earthquakes can last for some time. Don't move from cover – wait until the shaking stops.
- Once the shaking has stopped, grab your emergency disaster kit and evacuate to a shelter.



## 【Tsunamis】



- Evacuate as far away from the ocean as possible.
- Evacuate to higher ground.
- Refrain from driving cars.

## 【Emergency Disaster Kit】



- Prepare the following items and make your own disaster kit.
- Leave it in an easy-to-access location in case of a disaster.

	Foodstuffs	Clothing	Valuables	Daily Necessities	Safety Measures	Families With Children or the Elderly	Families With Pets
<input type="checkbox"/>	Potable water	<input type="checkbox"/> Underwear	<input type="checkbox"/> Passbook	<input type="checkbox"/> Flashlight	<input type="checkbox"/> Household medicine	<input type="checkbox"/> Powdered milk	<input type="checkbox"/> Cage
<input type="checkbox"/>	Emergency rations	<input type="checkbox"/> Outerwear	<input type="checkbox"/> Personal Seal	<input type="checkbox"/> Portable radio	<input type="checkbox"/> Rain gear	<input type="checkbox"/> Baby bottle	<input type="checkbox"/> Pet food
		<input type="checkbox"/> Towels	<input type="checkbox"/> Cash	<input type="checkbox"/> Spare batteries		<input type="checkbox"/> Baby food	<input type="checkbox"/> Cleaning supplies
		<input type="checkbox"/> Toiletries		<input type="checkbox"/> Cellphone		<input type="checkbox"/> Liquid food	
				<input type="checkbox"/> Charger		<input type="checkbox"/> Diapers	

## 【Disaster Prevention Information】

▶ Listen for instructions that may play on a nearby TV, radio, or PA system.

▶ E-mail

○ Saijo City will send out information concerning disaster prevention.

○ How to Register: (1) Scan the QR code (right) and send a blank e-mail.  
(2) Sign-up via the reply e-mail.

URL: <https://www.city.saijo.ehime.jp/soshiki/kikikanri/info-mail.html>

▶ Telephone

○ Saijo City Disaster Hotline TEL: **0897-52-1400**

TEL: **0898-68-1400**

○ You can call this disaster hotline for assistance in the case of a disaster.

▶ Disaster Prevention App

○ You can view disaster information and check the location of nearby shelters on various apps and on websites

URL: [https://www.bousai.go.jp/kokusai/web/img/01\\_bousai\\_guidebook\\_Web\\_JP.pdf?fbclid=IwAR2LnTWhSrrnC0UKkg1IHJypfi5iUJJPy1cQN2skWSSFLZEj-zJoaXv2hbM](https://www.bousai.go.jp/kokusai/web/img/01_bousai_guidebook_Web_JP.pdf?fbclid=IwAR2LnTWhSrrnC0UKkg1IHJypfi5iUJJPy1cQN2skWSSFLZEj-zJoaXv2hbM)

○ The app features various language options.

○ Your nearest emergency shelter: [ ]

○ Check how to get to your nearest emergency shelter and practice the route.

▶ Saijo City Disaster Prevention Map

English



URL: <https://www.city.saijo.ehime.jp/soshiki/kikikanri/bousai-map-english.html>

中文



URL: <https://www.city.saijo.ehime.jp/soshiki/kikikanri/bousaimap-chinese.html>



Public Safety Information

Mailing List



## 【Danger Levels】

○ They indicate how urgent a situation is. At Danger Levels 3 and above, please evacuate.

▶ Danger Level 5: Your life is in imminent danger. Get to safety as soon as you can.

▶ Danger Level 4: (Evacuation Order) You must evacuate immediately.

► Danger Level 3: People who need additional time to evacuate should evacuate immediately.

## 【Evacuation】

○ Evacuate to areas designated with the following symbols:

Hinan Basho

避難場所: Temporary evacuation sites.

Hinansho

避難所: Evacuation sites that provide

food and shelter to those who've lost their homes.



Temporary Evacuation Shelter



Evacuation Shelter

► Overview of Emergency Shelters in Saijo



English

<https://www.city.saijo.ehime.jp/uploaded/attachment/59236.pdf>



中文

<https://www.city.saijo.ehime.jp/uploaded/attachment/59237.pdf>








Tiếng Việt

<https://www.city.saijo.ehime.jp/uploaded/attachment/59238.pdf>



## 【Japanese Phrases to Use During a Disaster (heavy rain, typhoons, earthquakes, tsunamis)】

ひなん 避難 (Hinan)	Evacuation to a safe place.	
よしん 余震 (Yoshin)	Smaller aftershocks after a large earthquake.	
しんど 震度 (Shindo)	An earthquake's magnitude or the seismic intensity.	
とうかい 倒壊 (Tokai)	The collapse of houses and buildings.	
かじ かさい 火事・火災 (Kaji/Kasai)	Structure fires (i.e. houses) or uncontrolled fires.	
ていでん 停電 (Teiden)	Blackouts or power outages.	
だんすい 断水 (Dansui)	Water main outages, disruptions, and shutdowns.	
ふつう 不通 (Futsu)	Outages (electricity, water, gas, etc.) and roadblocks.	
ぎゅうすいじょ 給水所 (Kiyusuijo)	Water stations that distribute potable water.	
た だ 炊き出し (Takidashi)	Shelters, parks, and other places that distribute food.	
じゅうでん 充電 (Juden)	Charging of devices.	

## 【Pictograms and Ideograms】

○ If you have trouble expressing yourself in Japanese at an emergency shelter, please point at the following images and phrases:

### ① 食べられない ものがあります



I cannot eat certain food(s).

有不能吃的东西

有不能吃的東西

Có một số món tôi không thể ăn được.

### ② 長い間 持っている 病気が あります



I have a chronic illness.

您患有慢性疾病吗

病了很長一段時間了

Tôi có bệnh mãn tính.

### ③ 妊娠 しています



I am pregnant.

怀孕中

正懷孕著

Tôi đang mang thai.

### ④ 障害が あります



I have a disability.

殘障人士

有身(心)障礙

Tôi bị khuyết tật.



からだ ちょうし わる  
⑤ 体の調子が悪いです



I am not well.

身体不适

身體不舒服

Tôi thấy trong người không khỏe.

いの  
⑥ お祈りをしたいです



I would like to pray.

想做祷告

想祈禱

Tôi muốn cầu nguyện.

じゅにゅう  
⑦ 授乳をしたいです



I would like to breastfeed / bottle feed my baby.

想给孩子喂奶

想餵奶

Tôi muốn cho con bú.

つ  
⑧ ペットを連れてきたいです



I would like to bring my pet(s).

允许带宠物吗

想帶寵物一起來

Tôi muốn dẫn thú cưng của tôi theo.

みじか あいだ こし つか  
⑨ 短い間 個室を 使いたいです



I would like to use a private room for a short time.

想用一下单间

想短時間使用私人房間

Tôi muốn sử dụng phòng riêng trong chốc lát.

つか  
⑩ Wi-Fi を 使いたいです



I would like to use Wi-Fi.

想使用 Wi-Fi

想用 Wi-Fi

Tôi muốn sử dụng mạng Wi-Fi.

けいたい でんわ じゅうでん  
⑪ 携帯電話を 充電したいです



I would like to charge my cellphone.

想给手机充电

想給手機充電

Tôi muốn sạc pin điện thoại di động.

かぞく れんらく  
⑫ 家族に 連絡したいです



I would like to contact my family.

想跟家里人联系

想和家人聯絡

Tôi muốn liên lạc với gia đình.

たいしかん れんらく  
⑬ 大使館に 連絡したいです



I would like to contact my embassy.

想跟大使馆联系

想和大使館聯絡

Tôi muốn liên lạc với Đại sứ quán.

ほ  
⑭ ○○○が 欲しいです



I want ○○○.

需要○○○

想要○○○

Tôi muốn/ cần ○○○.

きこく  
⑮ すぐに 帰国 したいです



I would like to go back to my country immediately.

想马上回国

想立刻回自己的國家



Tôi muốn về nước ngay lập tức.



## Trash Separation and Disposal

- Please put out the trash before 8:00 A.M. at your designated location.
- Please follow Saijo City's "Household Trash Separation and Disposal Guidelines." Multilingual Living Guidebook.

URL: <https://www.city.saijo.ehime.jp/soshiki/eisei/kateigomibunnbetuguidebook.html>



にほんご



English



中文



Tiếng Việt

- You can download the mobile app for free on the Saijo City homepage.

URL: <https://www.city.saijo.ehime.jp/soshiki/eisei/gomi1.html>

- Bringing trash home from the dump is a criminal offense in Japan.
- Exercise caution. Malicious acts will be reported to the police.



## Traffic Rules

- In Japan, automobiles, motorcycles, and bicycles keep to the left side of the road.
- Pedestrians crossing at a crosswalk get priority.
- Driving while using a cellular device and driving under the influence are strictly forbidden.

## Work

### 【Job Search Inquiries / Unemployment Insurance Procedures】

▶ Hello Work Saijo (Public Employment Service Office)

TEL: **0897-56-3015**

Mon. - Fri.: 8:30~17:15

▶ Hello Work User Guides for Foreigners

<Easy Japanese> <https://www.mhlw.go.jp/content/000678121.pdf>

<English> <https://www.mhlw.go.jp/content/000678122.pdf>

<中文(簡體)> <https://www.mhlw.go.jp/content/000678123.pdf>

<中文(繁體)> <https://www.mhlw.go.jp/content/000678124.pdf>

<Tiếng Việt> <https://www.mhlw.go.jp/content/000678135.pdf>



やさしいにほんご

English

中文(簡體)

中文(繁体)

Tiếng Việt



A series of horizontal dashed lines for handwriting practice, starting from the top right and extending across the page.

## Healthcare

○ Please bring your health insurance card and cash when you visit a hospital or clinic.

### <Eastern Saijo Clinic & Hospital Map>

URL:

<https://www.city.saijo.ehime.jp/uploaded/attachment/65076.pdf>



### <Western Saijo Clinic & Hospital Map>

URL:

<https://www.city.saijo.ehime.jp/uploaded/attachment/65077.pdf>



### 【If you fall ill on a holiday or at night...】

#### ▶ Saijo Holiday & Nighttime Emergency Center

40-1 Nonoichi, Saijo-shi, Ehime-ken 〒793-0066

TEL: **0897-52-2001**

Mon. – Sat.: 19:00~22:00      Sun. / Holidays: 9:00~18:00



1. Your name and nationality
2. Location of discomfort

※Please follow the instructions given by the emergency center personnel.

#### ▶ Children's Medical Health Phone Consultation (w/ available doctors or nurses)

TEL: **#8000** OR **089-913-2777**

Mon. – Fri.: 19:00~8:00 the next day

Sat.: 13:00~8:00 the next day      Sun. / Holidays: All-day

○ If your life is at risk and you require immediate medical attention, please request an ambulance by dialing **119**.

○ If you are able to drive your own vehicle or ride a taxi, please refrain from requesting an ambulance.

○ When driving your own vehicle or riding a taxi, please proceed to your nearest hospital.

## Japanese Classes

### ▶ Japanese Classes in Saijo

- Local volunteer groups hold regular Japanese classes.
- Please contact the class administrator directly when applying.

URL: <http://www.saijo-iea.jp/japaneseclasses/>

### ▶ Overview of Japanese Classes in Ehime

URL: <http://www.epic.or.jp/kurasu/japanese.html>

### ▶ Video-based Learning Website for Studying Japanese

TsunaHiro: Your Life in Japanese <https://tsunagarujp.bunka.go.jp/>

- This website is intended for foreigners living in Japan who wish to improve their Japanese.



## Saijo International Exchange Association (SIEA)

SAIJO BASE 2F

131-2 Akeyashiki, Saijo-shi, Ehime-ken 〒793-0023

TEL: **0897-66-9990** URL: <http://www.saijo-iea.jp/>

E-mail: [info@iea-saijo.jp](mailto:info@iea-saijo.jp)



- Contact the Saijo International Exchange Association (SIEA) to:

- \* Inquire about volunteer opportunities. <http://www.saijo-iea.jp/volunteer/>
- \* Participate in local events and activities. <http://www.saijo-iea.jp/category/event/>
- \* Make a request for an interpreter.




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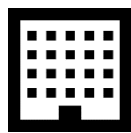
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# City Hall Procedures

※ Make sure to bring your residence card.



Saijo City Hall Central Office

## 1. Change of Address

### ► Residence Status Registration

○ Proceed to the **Municipal Services Division** on the 1st floor of the New Wing.

Procedure		Necessary Documents
<b>Moving In (domestic)</b>	From another city to Saijo	<ul style="list-style-type: none"> <li>○ Moving-out Certificate Received From Prior Address</li> <li>○ Residence Card or Special Permanent Resident Certificate</li> <li>○ National Pension Handbook ※ If applicable</li> </ul>
<b>Moving In (international)</b>	From overseas to Saijo	<ul style="list-style-type: none"> <li>○ Passport</li> <li>○ Residence Card or Special Permanent Resident Certificate</li> </ul>
<b>Change of Address</b>	Within Saijo	<ul style="list-style-type: none"> <li>○ Residence Card or Special Permanent Resident Certificate</li> <li>○ National Health Insurance Card ※ If applicable</li> </ul>
<b>Moving Out (domestic)</b>	From Saijo to another city	<ul style="list-style-type: none"> <li>○ Residence Card or Special Permanent Resident Certificate</li> <li>○ National Health Insurance Card ※ If applicable</li> </ul>
<b>Moving Out (international)</b>	From Saijo to overseas	<ul style="list-style-type: none"> <li>○ Residence Card or Special Permanent Resident Certificate</li> <li>○ National Health Insurance Card ※ If applicable</li> </ul>

### ► Procedures Pertaining to Water and Sewage Services



○ Please proceed to the **Water Supply Division** on the 2nd floor of the Main Wing.

### ► When moving in, you will be supplied with garbage bags.

○ From 2023, if you move into Saijo City, designated garbage bags will no longer be distributed for free. Designated garbage bags will be available for purchase at city retailers, such as supermarkets and convenience stores.

## 2. Certificate of Residence / Family Register / Seal Registration

○ For the following procedures, please proceed to the **Municipal Services Division** on the 1st floor of the New Wing.

- ▶ Issuance of Family Register / Certificate of Residence ○ There is an issuance fee.
- ▶ Notification of Birth ○ Please submit within 14 days of a child's birth.
- ▶ Notification of Death ○ Please submit within 7 days of a confirmation of death.
- ▶ Notification of Marriage ○ There is no deadline. It will be effective upon submission.
- ▶ Notification of Divorce
- ▶ Family Register Transfer
- ▶ Seal Registration

## 3. My Number Card



- All people with a Certificate of Residence are assigned a 12-digit number.
- Do not share this number with anyone.
- If you lost your card, file a Lost Property Report with the police.
- If you lost your card, take the number given to you by the police and contact the Municipal Services Division at City Hall.

[https://www.soumu.go.jp/main\\_sosiki/jichi\\_gyousei/c-  
gyousei/zairyu/basic\\_resident\\_registration\\_card.html](https://www.soumu.go.jp/main_sosiki/jichi_gyousei/c-gyousei/zairyu/basic_resident_registration_card.html)

いろいろな くにの ことばで みれます



- ▶ Issuance of My Number Card

- Please proceed to the **Municipal Services Division** on the 1st floor of the New Wing.
- You can apply on your smartphone or computer.



<https://www.city.saijo.ehime.jp/soshiki/shiminseikatsu/mynumbercard-shinsei.html>

## 4. Taxes / Pension / Health Insurance

### ▶ Taxation Certificate Procedures

- Please proceed to the **Collection Division** on the 2nd floor of the Main Wing.

### ▶ National Pension Procedures

- Please proceed to the **Municipal Services Division** on the 1st floor of the New Wing.

### ▶ National Health Insurance Procedures

- Please proceed to the **National Health Insurance and Healthcare Division** on the 1st floor of the New Wing.

## 5. Pregnancy and Maternity



### ▶ Issuance of Maternity Health Record Book

- Please proceed to the **Central Health Center**.
- The Central Health Center is located on the 2nd floor of the Saijo City Welfare Center.

TEL:0897-52-1215 Mon. - Fri. (excl. New Year holidays) 8:30~17:15

Saijo City Welfare Center

324-2 Kambai-ko, Saijo-shi, Ehime-ken 〒793-0041






## 6. Childcare

- ▶ Child Allowance
- ▶ Child-rearing Allowance
- ▶ After-school Childcare Centers
  - Please proceed to the **Parenting Support Division** on the 2nd floor of the New Wing.
- ▶ Admission to Preschools and ECEC Facilities
- ▶ Admission to Kindergartens and ECEC Facilities
  - Please proceed to the **Preschool / Kindergarten Division** on the 2nd floor of the New Wing.
- ▶ Medical Subsidies for Children
  - Please proceed to the **National Health Insurance and Healthcare Division** on the 1st floor of the New Wing.

## 7. Admissions / Transfers for Elementary and Junior High Schools

- ▶ Admissions for Elementary and Junior High Schools 
- ▶ Transfers for Elementary and Junior High Schools
  - Please proceed to the **School Education Division** on the 4th floor of the New Wing.

## 8. Miscellaneous Procedures

- ▶ Applications for Municipal Housing 
  - Please proceed to the **Facility Management Division** on the 2nd floor of the New Wing.



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# Counseling Services

## Consultation Desk for Foreigners Living in Saijo

### ► Consultation Desk for Foreigners

- Please make reservations in advance.

Tel: **0897-66-9990**

E-mail: [info@saijo-iea.jp](mailto:info@saijo-iea.jp)

- Office Hours

Mon. – Fri.: 9:30~12:00 and 13:00~17:00

※ Closed on Sat., Sun., federal holidays, and New Year holidays.

- Available Languages

Easy Japanese, English, Chinese, Vietnamese, Spanish, and Portuguese. Other languages may be available.

- Location

① Saijo International Exchange Association

SAIJO BASE 2F

131-2 Akeyashiki, Saijo-shi, Ehime-ken 〒793-0023

② International Exchange Director, Tourism Promotion Division, Saijo City Hall (Central Office, New Wing 2F)

164 Akeyashiki, Saijo-shi, Ehime-ken 〒793-8601

### ► The Facebook page for Saijo City's "Consultation Desk for Foreign Residents"

(Resident of any foreign nationality are welcome to a consultation).

<https://www.facebook.com/profile.php?id=100088850083271>



## Counseling Services for Foreigners Living in Ehime

### ► EPIC Life Consultations for Foreigners

Tel: **080-4783-5253**

Mon. – Sat.: 9:00~17:00

※ Available in Japanese, English, Chinese, Korean, Vietnamese, Tagalog, and Indonesian.

<http://www.epic.or.jp/kurasu/sodan.html>



## Visa / Residence Status Inquiries

- ▶ Matsuyama Branch Office of the Takamatsu Regional Immigration Bureau  
Matsuyama District Government Office 1F  
188-6 Miyatamachi, Matsuyama-shi, Ehime-ken 〒790-0066  
TEL: **089-932-0895**  
Mon. – Fri.: 9:00~12:00 and 13:00~16:00

## Consulting Services for Foreign Technical Interns

- ▶ Organization for Technical Intern Training (OTIT)  
<https://www.otit.go.jp/>  
※ Depending on the language, phone numbers and availability may vary.  
The number is toll-free.



## Telephone Counseling for Working Foreigners

- ▶ Ministry of Health, Labor, and Welfare Consulting Services  
※ Depending on the language, available days and times may vary.  
<https://www.check-roudou.mhlw.go.jp/soudan/foreigner.html>
- ▶ Ehime Prefecture Labor Department  
※ Consultations in Chinese and Vietnamese are available.
  - Chinese TEL: **089-913-6244** (Matsuyama) Thurs.: 9:00~16:00
  - Vietnamese TEL: **089-913-5653** (Matsuyama) Wed.: 9:00~16:00  
TEL: **0898-25-3760** (Imabari) Fri.: 9:00~16:00
- ▶ Niihama Labor Standards Inspection Office  
5-3 Ikkuchō 1-chome, Niihama-shi, Ehime-ken 〒792-0025
  - Consultations About Problems Concerning Employment / Working Conditions  
TEL: **0897-37-0151**  
Mon. – Fri.: 8:30~17:15



## General Daily Life Counseling

▶ Saijo City Self-Reliance Consultation Support Center

○ Consultations Concerning Inability to Work, Lack of Housing, etc.

The East of Saijo TEL: **0897-53-0870** or TEL: **0120-506-870** (Toll-free)

The West of Saijo TEL: **0897-64-2600**

Mon. – Fri.: 8:30~17:15

## Online Human Rights Consultation Desk for Foreigners

▶ Human rights consultations are available in multiple languages.

○English [https://www.jinken.go.jp/soudan/PC\\_AD/0101\\_en.html](https://www.jinken.go.jp/soudan/PC_AD/0101_en.html)

○中文 [https://www.jinken.go.jp/soudan/PC\\_AD/0101\\_zh.html](https://www.jinken.go.jp/soudan/PC_AD/0101_zh.html)

○Tiếng Việt [https://www.jinken.go.jp/soudan/PC\\_AD/0101\\_vi.html](https://www.jinken.go.jp/soudan/PC_AD/0101_vi.html)



English



中文



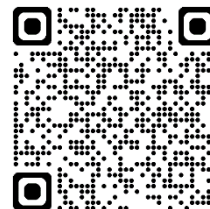
Tiếng Việt

## Legal Counseling

▶ Hoterasu Japan Legal Support Center (Multilingual Information Service)

TEL: **0570-0783-77**

Mon. – Fri.: 9:00~17:00



## Domestic Violence Counseling

▶ Parenting Support Division, Saijo City Hall

TEL: **0897-52-1373**

Mon. – Fri.: 8:30~17:15

## Information Concerning COVID-19

○ If you are experiencing a fever or flu-like symptoms, call your family physician or respective medical institution.

○ If you do not have a family physician, please contact the following consultation desks:

▶ Consultation Desk When Symptomatic and Unsure of Accepting Medical Institutions

※ All-day

TEL: **089-909-3483**

▶ Free Testing Consultation Desk ※ Weekdays: 9:00~18:00

TEL: **080-0080-7893**

▶ General Consultation Desk ※ All-day

TEL: **089-909-3468**

▶ Administration of Vaccine Shots

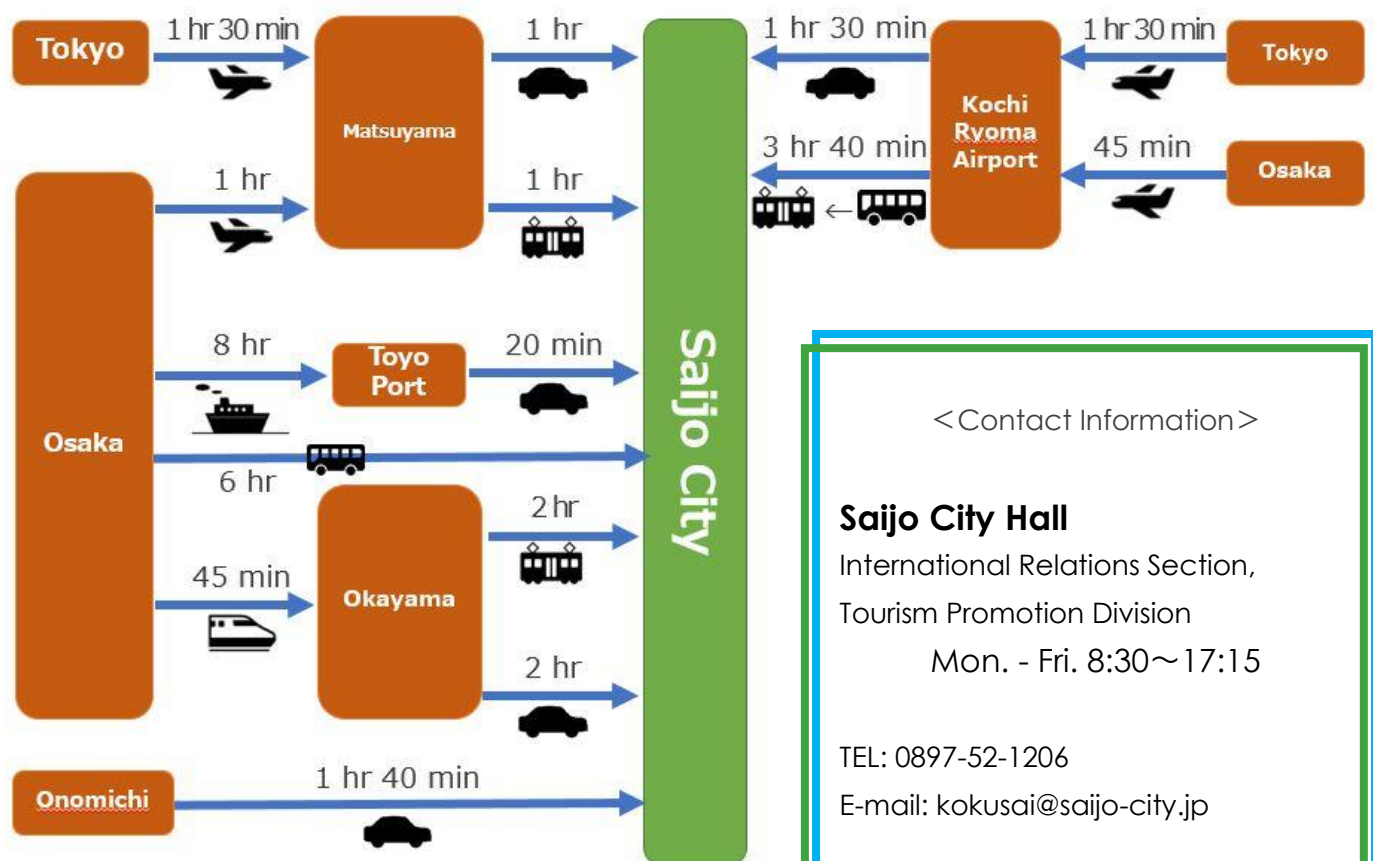
Saijo City Vaccine Call Center

TEL: **0120-404-105**

Office Hours: 9:00~19:00



# Access



## <Contact Information>

### Saijo City Hall

International Relations Section,  
Tourism Promotion Division  
Mon. - Fri. 8:30~17:15

TEL: 0897-52-1206

E-mail: [kokusai@saijo-city.jp](mailto:kokusai@saijo-city.jp)

### ■Saijo City Data

(Current as of October 31<sup>st</sup>, 2023)

■Population: 104,655

■Area: 510.04 km<sup>2</sup>

■SNS:



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Action! SDGs



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