



## Demonstration Testing of the “Zero Writing Certificate Issue Counter”



### ● What is Zero Writing Certificate Issue Counter

With this service, you do not have to fill out the application form at the desk after coming to the office. Instead, you create the application online in advance using a smartphone or other means.

#### (Main procedures)

Issue of various certificates including resident register, family register, and tax certificates, as well as application for personal seal registration

#### How to find the application forms

- Koka City website  ▶
- City's Official LINE  ▶



◀ Online application forms

Look for the procedure concierge.



### Procedure

#### 1 Selecting the application form

Select the application form for the certificate you want to be issued.

#### 2 Creating the application form

Enter the necessary information in the input form, and either print out the application form in A4 size or else save the 2D barcode on your terminal.

\*Citizens' Affairs (Shimin Ka) will assist you with creating the online application form.

#### 3 Coming to the Citizens' Affairs (Shimin Ka) Counter

Bring the application form which you created in 2 to Citizens' Affairs (Shimin Ka) or else present the 2D barcode to Citizens' Affairs (Shimin Ka) and read it using the special terminal. After you sign the application form that was printed out from the terminal, we will begin the certificate issue process.

### Location

Citizens' Affairs (Shimin Ka)

\*Printed application forms only can also be accepted at Community Civic (Chiiki Shimin) Centers.

### Period

Until March 31, 2025

\*Paper application forms will also be accepted in the same way as before.

\*Please check the Koka City website for details.



▲ Koka City website

Inquiries

Certificates and Records, Citizens' Affairs (Shimin Ka)  
TEL.0748-69-2137 FAX.0748-65-6338

# November Is **Child Abuse Prevention Promotion Month**



Child abuse is an abuse of human rights that physically and mentally harms children and has a large effect on the development of their characters.

## What is child abuse?

- **Physical abuse:** Beating, kicking, etc.
- **Sexual abuse:** Sexual acts involving children, etc.
- **Neglect:** Confining in the house, not providing food, etc.
- **Psychological abuse:** Verbal threats, ignoring, etc.

## Are you missing signs such as the following in children or their parents/guardians?

### Signs of abuse in children

- You frequently hear sounds of a child crying or a parent/guardian yelling.
- There are unnatural scratches and bruises on the body.
- Clothes and/or body are always dirty.
- Facial expressions are limited and the child lacks energy.
- The child plays alone until late at night, etc.

### Signs of abuse in parents/guardians

- The parent has little interaction with the community or others and is isolated.
- The parent goes out while leaving a small child at home alone.
- The parent is negative towards or uninterested in caring for a child.
- The parent has an unconvincing explanation for a child's injuries.

## If You Suspect Abuse, Please Contact Us Immediately

You do not need to provide evidence proving the abuse. We also strictly protect the privacy of those who contact us. You can also contact us anonymously.

With the cooperation of as many people as possible, we can protect children and provide support to parents/guardians who are having difficulty in child-rearing.

## Consultation Contact Numbers

- **Central Family Consulting (Chuo Kodomo Katei Sodan) Center**  
Abuse Hotline(available 24 hours a day)  
TEL.077-562-8996
- **National Child Consultation Hotline (child abuse consultations) (available 24 hours a day)**  
TEL.189
- **Family/Child Consultation (Katei Jido Sodan Shitsu)**  
TEL.0748-69-2177 FAX.0748-63-4085



# Preventing Elder Abuse

## • Don't struggle on your own.

Elder abuse is a familiar problem that can happen in any household. A family member (caregiver) who provides nursing care can feel physically and mentally exhausted, and pressured. This can lead to abuse even with the family member unaware of what is happening.

Do not bear the concerns and burdens of nursing care on your own. Consult with your family members, people around you, or a Regional Comprehensive Support Center.



## • The community should please look after elders.

If you are thinking about, notice, or concerned about possible elder abuse, please contact a Regional Comprehensive Support Center. You can feel safe because Regional Comprehensive Support Centers are bound to preserve confidentiality, and the names and other information about persons who report to or consult with them are protected.

Talking to the persons responsible for nursing care and noticing any changes can be a lifeline and can help prevent abuse.



## Inquiries

### Regional Comprehensive Support Centers

Minakuchi: TEL.0748-65-1170 Tsuchiyama: TEL.0748-66-1610

Koka: TEL.0748-88-8136 Konan: TEL.0748-86-8034 Shigaraki: TEL.0748-82-3180

[Nighttime or when the Center is closed]

TEL.0748-65-0650 (City Hall central switchboard)

## Are You Concerned about Violence from Your Partner?

# The “Eliminate Violence Against Women” Movement Will Take Place between November 12 and 25

“I love him, but this is difficult to bear...” “My friend is having real trouble with her boyfriend...” If you or someone you know is having these kinds of troubles, please contact our consultation services. Violent acts by a spouse, partner, or other person with whom one has (had) an intimate relationship are called “domestic violence” (DV). It includes not just physical abuse like beating and kicking, but also abusive language, oppressive monitoring of social interactions, and other mental abuse that serves to dehumanize the victim. Domestic violence, both within marital/family settings and between unmarried partners, is a human rights violation that is happening right under your nose. Don’t wring your hands over it. Talk to us and we’ll think it over together.

### DV Checklist

- He/she is a good person except for the violence, so I will work it out somehow.
- Use of yelling or violence
- Always feeling tense because I have to keep a close watch on his/her moods
- Forcible sexual activity or refusal to use contraception
- Forbidding interactions with friends or family
- Difficulty in daily living because of a failure to provide living expenses ...etc.



### ● DV Consultation Navi

TEL.#8008 \*Your call will be automatically redirected to your nearest consultation service.

### ● DV Consultation Plus

TEL.0120-279-889 24 hours

Email:<https://form.soudanplus.jp/mail> 24 hours

SNS (chat) <https://form.soudanplus.jp/ja> 12:00 pm to 10:00 pm

\*Scan the 2D barcode to the right with your smartphone.

### ● Koka City Gender Equality Consultations Desk

TEL.0748-69-2149(Mondays and Fridays, 9:00 am to 4:00 pm)

\*Consultations are free. Confidentiality is strictly observed. Available to all genders.



- A specialist counselor will respond
- Face-to-face consultations, personal accompaniment, and other kinds of direct support are also provided
- You will be provided with a safe space
- Available in 10 languages (SNS)

### Inquiries

Family/Child Consultation (Katei Jido Sodan Shitsu) TEL.0748-69-2177 FAX.0748-63-4085

Human Rights Policy, Human Rights Promotion (Jinken Suishin Ka) TEL.0748-69-2148 FAX.0748-63-4554

Women's Social Progress Promotion, Commerce, Industry, and Labor Administration (Shoko Rosei Ka)

TEL.0748-69-2189 FAX.0748-63-4087

## November 9 (Thu) to 15 (Wed) Fall Fire Prevention Campaign

Dry air is a characteristic of the coming season, and people will start using heaters and other sources of flame. As a result, the risk of fire will be extremely high. Fire can break out due to just slight inattention or neglect. We hope that all of you will take the opportunity of this campaign to review the fire safety rules and increase awareness to prevent fires and other disasters.

### ● Check the locations where your fire alarms are installed!

Fire alarms must be installed in bedrooms and in stairways (when the bedroom is on the second or higher floor). Regularly inspect and clean fire alarms and make sure that they operate correctly.

When fire alarms become old, they may fail to detect a fire due to expired electronic components, a depleted battery, or other reason. Replace your fire alarms around 10 years after installation.



(Image source:  
Fire and Disaster Management  
Agency, Ministry of Internal  
Affairs and Communications)



◀ HP

### Inquiries

Prevention Division, Koka Wide-Area Administrative Kumiai Fire Department Headquarters (Shobo Honbu Yobo Ka)

TEL.0748-63-7932 FAX.0748-63-7940 Email:[fd-yobo@koka-koiki.jp](mailto:fd-yobo@koka-koiki.jp)

# The Handling of COVID-19 Infections Has Been Changed



▲ Koka City website

The handling of COVID-19 infections was changed starting from October 1 as described below. Please check the Koka City website for details.

	September 30 and before	From October 1
<b>Response to patients, etc.</b>	<p><b>If you have symptoms such as fever or sore throat:</b> Consult with the health checkup and consultation center.</p> <p><b>If your condition worsens while recovering at home:</b> Consult with the Home Recovery Support Center.</p>	<p><b>For examination consultations when you have a fever or if your condition worsens while recovering at home:</b> Health checkup and consultation center (TEL: 077-528-3621) *Operation of the Home Recovery Support Center ended on September 30.</p>
<b>Hospitalization and medical expenses</b>	Maximum 20,000 yen reduction in the ceiling amount of the High-Cost Medical Expense Benefit system.	Maximum 10,000 yen reduction in the ceiling amount of the High-Cost Medical Expense Benefit system.
<b>COVID-19 drug expenses</b>	Public funding is provided for the full amount (outpatient and inpatient).	Continue providing public funding while also requiring a certain amount of individual payment.
<b>Recovery accommodation facility for elderly and other patients</b>	Hotel Piazza Biwako, Vories Memorial Hospital	Operation ended on September 30.

## <Koka City group vaccinations>

- Group vaccinations are scheduled to be completed by mid-December. Those who wish to be vaccinated at the group vaccination site should consider it as soon as possible.
- The group vaccination site for the Shigaraki area will change in November only.  
Location: 2F, Shigaraki Community Civic (Chiiki Shimin) Center \*The site will return to Shigaraki Central Hospital (Shigaraki Chuo Byoin) from December.



**Inquiries** COVID-19 Response Office Consultation Center  
TEL.0748-69-2154 (Mon. to Fri. 9:00 am to 5:00 pm)

Group vaccination schedule for November



## Would You Like to Live in Municipal Housing?

- Application Period** November 1 (Wed) to 17 (Fri)
- How to Apply** Application form (Available at Public Housing Construction (Jutaku Kenchiku Ka), and at Community Civic (Chiiki Shimin) Centers in Tsuchiyama, Koka, Konan, and Shigaraki. You can also download it from the Koka City website.)  
\*Please check the application requirements.
- Submit To** Public Housing Construction (Jutaku Kenchiku Ka) (Mon. to Fri. 8:30 am to 5:15 pm)



**Inquiries** Public Housing, Public Housing Construction (Jutaku Kenchiku Ka)  
TEL.0748-69-2212 FAX.0748-63-4601



▲ Koka City website

## November After-hours Counter (every Tuesday until 7:00 pm): November 7, 14, 21, and 28

Every Tuesday the Koka City Hall Citizens' Affairs (Shimin Ka) is open until 7:00 pm, so you can complete administrative procedures such as having certificates issued (family register, resident register, tax certificate, etc.) or registering your personal seal.

\*Please note that Individual Number Card administrative procedures and residence-related changes (moving/relocating, etc.) cannot be handled at the After-hours Counter.

### Notice from Maina-chan

You can use your Individual Number Card to get a copy of various certificates at convenience stores. (Please contact us at the following telephone number for the applicable certificates.)

Inquiries

**Citizens' Affairs (Shimin Ka)**  
TEL.0748-69-2138  
FAX.0748-65-6338

## Monthly Tax Payments

The due date for tax payments this month is **November 30 (Thu)**.

- National Health Insurance tax (6th installment)
- User fees (Nursery school fees, Kindergarten and Nursery school lunch fees)
- Nursing-care insurance premium (6th installment)
- Medical Insurance premiums for older senior citizens
- Public sewerage fee/Rural community sewerage fee

Please use the convenient direct debit system for your tax payments.

### Consultation content/Contact

### Date

### Time

### Location

#### Life and Work Consultations (Public Assistance Counter)\*

Advice is available for concerns about daily life and work. \*No need to apply Responders: Consultation support staff, and employment support staff

**Contact** Public Assistance, Public Assistance (Seikatsu Shien Ka)

TEL.0748-69-2158/FAX.0748-63-4085

Every week, from Monday to Friday (except public holidays)

8:30 am to 5:15 pm

Public Assistance, Public Assistance (Seikatsu Shien Ka), 1F, Koka City Hall

#### Consumer Affairs Consultations

Advice is available for concerns about consumer affairs, such as products, purchase agreements, and other contracts.

Responders: Consumer affairs counselors

**Contact** Consumer Life Center (Shouhi Seikatsu Center)

TEL.0748-69-2147/Consumer Hotline: 188 (no area code)

Every week, from Monday to Friday (except public holidays)

9:00 am to 5:00 pm

Consumer Life Center (Shouhi Seikatsu Center), 1F, Koka City Hall

#### Pension Consultations

Consultations: Kusatsu Pension Office staff \*By appointment only, first-come-first-served basis

**Contact** • Appointments Kusatsu Pension Office

TEL.077-567-2220/FAX.077-562-9638

January 11, 2024 (Thu)  
\*Held every second month

10:00 am to 3:00 pm

2F Meeting Room 202, Koka City Hall

#### School-age Children Consultations

This consultation counter is for school-age children (elementary to high school) and their parents/guardians and other family members.

Responders: Counselors for school-age children

**Contact** Child Rearing Policy, Child Rearing Policy (Kosodate Seisaku Ka)

TEL.0748-69-2184/FAX.0748-69-2298

Every week on Monday, Wednesday, and Friday (except public holidays)

8:30 am to 5:15 pm

Child Rearing Policy (Kosodate Seisaku Ka), 2F, Koka City Hall

You can also make inquiries using the Child-Rearing Concierge Inquiry Form.



#### Young Carer Support

Consultations about concerns and troubles of young carers, and consultations with local residents and persons in related fields, are available.

**Contact** Child Rearing Policy, Child Rearing Policy (Kosodate Seisaku Ka)

TEL.0748-69-2184/FAX.0748-69-2298

#### Parenting and Study Consultations\*

We are ready to listen and offer advice on matters about your child's development and emotional/mental concerns. \*Please make an appointment by phone or fax.

Eligible persons: Generally children aged 4 years or older, elementary and middle & senior high school students, adolescents and young adults (up to around 25 years old)

\*For consultations regarding children aged 4 or younger, please contact your local health care (Hoken) center.

**Contact** • Appointments Development Support (Hattatsu Shien Ka)

TEL.0748-69-2178/FAX.0748-69-2298 (Hours: 9:00 am to 5:00 pm)

Kindergartens/nurseries and schools, Koka City Hall, etc.

#### Youth School Absenteeism & Hikikomori Consultation

We are ready to listen and offer advice on matters related to school absenteeism and hikikomori for youth up to around 25 years old who have completed compulsory education.

**Contact**

Development Support (Hattatsu Shien Ka)

TEL.0748-69-2179 (Hours: 9:00 am to 5:00 pm)



#### Youth Concerns Consultations\*

We are ready to listen and offer advice on matters concerning young people, including school absenteeism, bullying, misbehaving, delinquency, friendships, and pursuing further education or finding work.

\*From Monday to Friday, 9:00 am to 4:00 pm (except public holidays and end-of-year holidays). Consultations can also be made by phone and email.

**Contact**

Youth (Shonen) Center (2F, Minakuchi Central Community Center (2F, Minakuchi Chuo Kominkan))

TEL.0748-62-6010/FAX.0748-63-3977

Email:k-syonen@city.koka.lg.jp

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Hours: 8:30 am to 5:15 pm (except for the After-hours Counter on Tuesday)

Please check the Koka City website and Facebook page for Koka City information.

Koka City website

<https://www.city.koka.lg.jp/>

Koka City Facebook page

<https://www.facebook.com/city.koka>

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