



Welcome to Koka City

Koka City Living Guidebook

English Version



Immigration Services Agency
Life Orientation Videos

These videos provide fundamental information and rules you need to know for living in Japan, such as daily life rules, work, and taxes. Videos are available in 17 languages.

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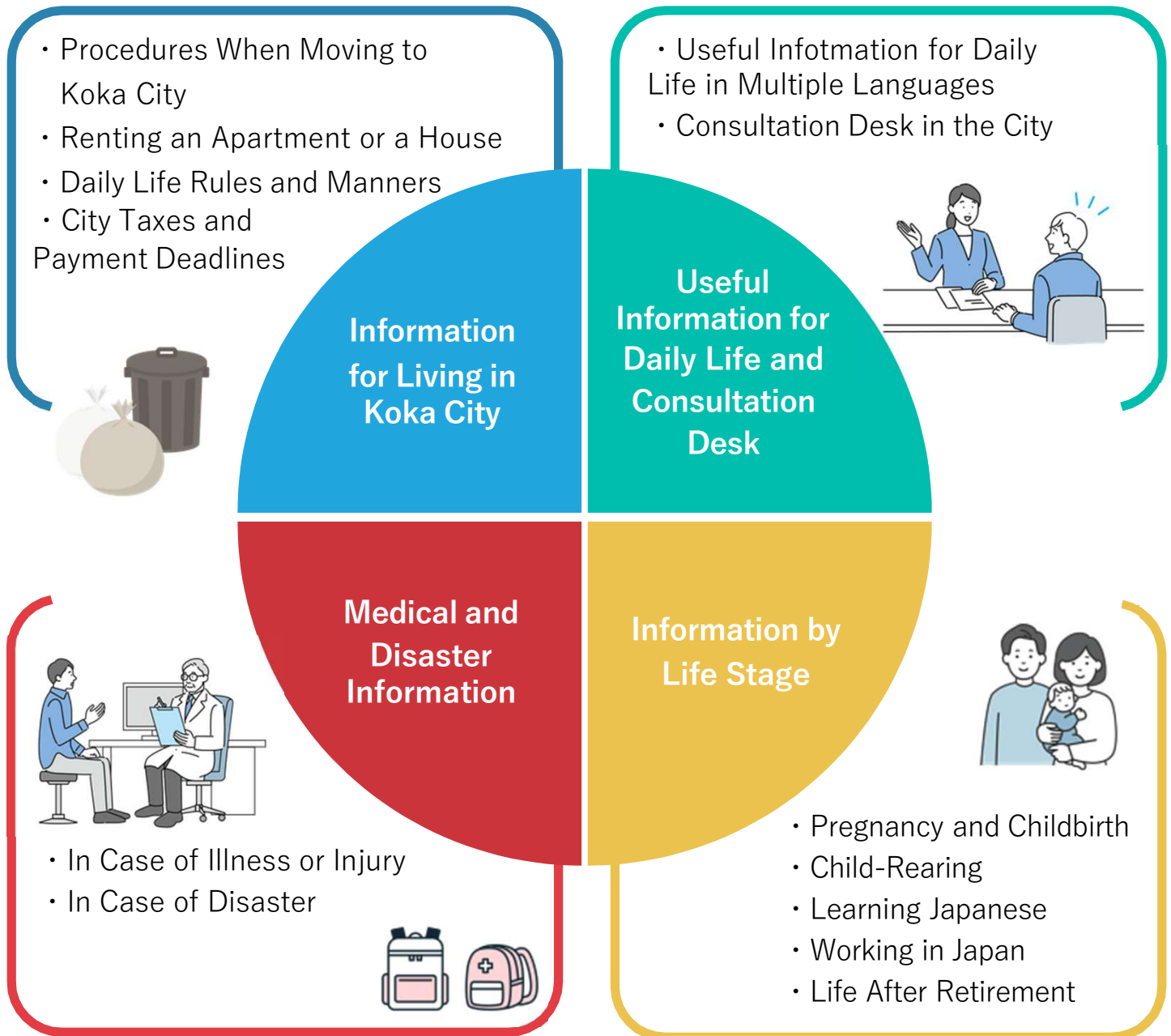
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Regarding Koka City Living Guidebook

Koka City Living Guidebook provides useful information for living in Koka City. We hope it will help you live a safe and comfortable life in the city.



Koka Multicultural Center

URL : www.koka-tabunka.jp



Website



Facebook
page

Contact Information

**Multicultural Coexistence Promotion Office,
Civic Activities Promotion Division, Koka City Hall**

〒528-0023

1- 20, Minakuchi-cho Honmaru, Koka City (in Minakuru Plaza)

Telephone : 0748-70-2551

Mail : koka10042000@city.koka.lg.jp

Koka Multicultural Center

〒528-0023

1- 20 Honmaru, Minakuchi-cho, Koka City (in Minakuru Plaza)

Telephone : 0748-70-3721

Mail : info@koka-tabunka.jp

Information for Living in Koka City

Procedures When Moving to Koka City

Address Registration

• Please submit the Certificate of Moving Out issued by the municipal office where you previously lived to Koka City Hall.

(The certificate is not required if you use My Number Card.)

- Please complete the procedure **within 14 days** of moving.
- Your new address in Koka City will be written on the back of your Residence Card.
- For information on other procedures for receiving public services and benefits, please see below. Please complete the necessary procedures if applicable.

What to bring: Residence Card, My Number Card, and
Passport (when moving from abroad)

< Koka City website >



Moving in from
Japan



Moving in from
abroad

City Hall Office Hours

Office hours are from 9:00 a.m. to 4:45 p.m.

(We are closed on Saturdays, Sundays, National Holidays and December 29 to January 3.)

How to Call City Hall

City Hall has a main number and a contact number for each division.

Main Number: **0748-65-0650**

Contact Number for Each Division : It varies depending on the division.

The contact number for each division is listed on the website of Koka City Hall.

To call the Consultation Desk for Foreign Residents at the city hall, dial **0748-69-2146**.

Accessing the Multilingual Website of Koka City Hall

Koka City Hall Website: <https://www.city.koka.lg.jp>

How to access the multilingual website:

[Smartphone]

Click the menu button at the top right of the screen and click "Select Language."

You can select from 8 languages. (English, Portuguese, Spanish, Tagalog, Simplified Chinese, Traditional Chinese, or Korean)

[PC]

Click "Select Language" at the top left of the screen and select a language.



< Koka City website >

Applicable Persons	How to Proceed	Division in Charge
Applicants for My Number Card 	Please bring your Residence Card with you and complete the procedure. (If you have one, please submit it.)	Citizens' Affairs Division
Those registering a seal 	Please bring the seal you wish to register and consult with us.	
Those enrolling in the National Health Insurance System 	Please bring your My Number Card and complete the procedures. *If you are enrolled in social insurance (health insurance) at your company, you do not need to complete any procedures.	Health Insurance and Pension Division
Those enrolling in the National Pension System	Please bring your passport and My Number Card and complete the procedures. *If you are already enrolled in the National Pension System, please bring your Pension Handbook or Basic Pension Number Notice and complete the procedures to change your address. *If you are enrolled in social insurance (Employees' Pension Insurance) at your company, you do not need to complete any procedures.	
Those who are eligible for the medical care system for older senior citizens (for people aged 75 or older) 	Please bring your My Number Card and complete the procedures.	
Those who have a disability certificate Those who are 65~75 years old and from a resident tax exempt households Those who are from single-parent households	You may be eligible for subsidies with medical expenses and other costs. Please contact the division in charge.	
	If you have a Disability Certificate, please complete the procedure to change your address.	Disability and Welfare Division

Applicable Persons	How to Proceed	Division in Charge
Those who have a dog, 	Please bring the dog licence tag (If you do not have it, please contact us in advance.) and a copy of the registration card issued by your previous municipality and complete the necessary procedure.	Living Environment Division
Those who use water service Those who use sewerage service 	Please complete the procedures to start water and sewerage service.	Water Supply and Sewerage Customer Center
Those who have a pre-school age child 	If you wish to enroll your child in a nursery school or other childcare facility, please contact the division in charge.	Childcare and Kindergarten Division
Those who have a child aged 0 to high school 	Please bring My Number Card or something that shows your health insurance information and complete the necessary procedure for your Medical Expense Assistance Certificate.	Insurance and Pension Division
Those who are raising children aged 0 ~18 	You may be eligible for Child Allowance. Please contact the division in charge.	Child Care Support Division
Single parents who are raising children aged 0 ~18	You may be eligible for the Child Rearing Allowance. Please contact the department in charge.	
Those who are raising children aged 0~20 with disabilities	You may be eligible for the Special Child Rearing Allowance. Please contact the department in charge.	
Those who are currently pregnant 	- We will subsidize prenatal checkups. Please receive a Maternal and Child Health Handbook. - If you have already received a Maternal and Child Health Handbook from the previous city you lived in, please bring it along with its supplement, and your seal to the health center to change your address.	Child Care Policy Division
Those who have a child aged 6 ~15 	After completing the procedure to change your address, please receive a School Transfer Notice and complete the necessary procedures at the new school.	School Education Division

Renting an Apartment or a House

Public Housing You must meet certain eligibility requirements to apply.	• Housing operated by Koka City Please consult the Housing and Building Division.	
	• Housing operated by Shiga Prefecture Please consult the Shiga Prefectural Housing Management Center. Tel: 077-510-1500 URL: www.shiga-kenei.com	
Rental Housing You can rent an apartment from a real estate agency.	• Shiga Prefecture's Housing Support and Housing Safety Net System Information on real estate that accepts elderly households, households with disabilities, and foreign households.	
	• List of real estate agents who speak foreign languages URL: www.jpm.jp/multilingual/	
Vacant House Bank (Akiya Bank)	• This service is for people who want to buy or rent a vacant house. Please consult with the Housing and Construction Division.	
Fire Insurance	• Whether you rent or own your house, you need to enroll in fire insurance. Please contact an insurance company to get coverage.	

Daily Life Rules and Manners

Please follow the rules and be considerate to others so that everyone can live comfortably.

How to Dispose of Garbage

- **We sort our garbage before taking out it.**
- **We take out our garbage on the designated collection day.**

*Please get a garbage collection calendar at City Hall.

It tells you how to sort and when to take out your garbage.

(Translated versions also available)



For more information
< Koka City website >

- Please ask the person in charge (community representative, neighborhood association or apartment manager) where to take out your garbage.
- You can also use the Koka City Garbage Sorting App. Please use it as a reference.



Android



iOS



Daily Life Manners

• Regarding Noise

Houses are often built close together in Japan.
Loud noises can disturb your neighbors.
Please avoid speaking loudly or playing music at high volume.



• When Having a Barbecue

You can have a barbecue at a designated place.
When having a barbecue at home, please keep noise to a minimum.
Also, please avoid barbecuing or making loud noises after 9:00 PM.



For more information:
< Website of Koka City >

Get Involved in Your Community!

- Local communities hold a variety of events that anyone can participate in, such as summer festivals, cultural festivals, children's gatherings, and disaster drills.
- Join your neighborhood association, get along with local residents, and live safely and securely.

*Neighborhood associations are self-organized and operated by community members to help local residents live safely and comfortably.

For more information, scan the QR code < Koka City website >



Keep Your Community Clean!

• Community Cleanup Activities

Several times a year, we clean up parks and roads together. Please join us.

• Disaster Drill

Please participate in disaster drills held by the city or your neighborhood association and build connections in your community in times of need or in case of emergency.



How to Keep a Dog and Manners

① Dog owners are responsible for cleaning up after your dogs!

When walking your dog, take a shovel, plastic bag, and water to clean up pet waste.

② Dogs must be kept on a leash at all times!

You are not allowed keep your dog unleashed to prevent accidents and troubles.

③ Make sure to get your dog vaccinated against rabies once a year !

It is required by law to have your dog vaccinated against rabies once a year.



Burning Garbage Outdoors

① It is prohibited to burn garbage on the ground or in holes dug in the ground!

② It is prohibited to burn garbage using oil drums!

③ It is prohibited to burn garbage in an area enclosed by blocks or similar materials.

④ It is prohibited to burn garbage in incinerators that does not meet legal standards.

Burning garbage outdoors is against the law and a criminal act.



City Taxes and Payment Deadlines

The fiscal year in Japan begins in April and ends in March.

Payment is due on the **last day of each month**.

(If the deadline falls on a Saturday, Sunday or public holiday, it will be extended to the next business day.)

	April	May	June	July	August	September	October	November	December	January	February	March
Resident Tax			1 st Term		2 nd Term		3 rd Term			4 th Term		
Property Tax		1 st Term		2 nd Term					3 rd Term		4 th Term	
Light Motor Vehicle Tax		Full - Sum										
National Health Insurance Tax			1 st Term	2 nd Term	3 rd Term	4 th Term	5 th Term	6 th Term	7 th Term	8 th Term	9 th Term	10 th Term
Water Charges	Usage for February and March		Usage for April and May		Usage for June and July		Usage for August and September		Usage for October and November		Usage for December and January	
Sewerage Charges		Usage for February and March		Usage for April and May		Usage for June and July		Usage for August and September		Usage for October and November		Usage for December and January
Childcare Fees (Monthly)												
Kindergarten Fees (Monthly)												
Long-Term Care Insurance Premiums			1 st Term	2 nd Term	3 rd Term	4 th Term	5 th Term	6 th Term	7 th Term	8 th Term	9 th Term	10 th Term
Medical Care Insurance Premiums for Older Senior Citizens				1 st Term	2 nd Term	3 rd Term	4 th Term	5 th Term	6 th Term	7 th Term	8 th Term	9 th Term

*(1) (In case you pay by Ordinary Collection) This is a payment method for people whose tax is not deducted from their salary and who pay the tax themselves.

*(2) Resident Tax (Municipal and Prefectural Resident Tax) is paid to the municipality where you live if you have an address in Japan as of January 1. The annual tax amount is calculated based on your income from previous year (1/1 to 12/31).

*(3) (In case you pay by Ordinary Collection) This is a payment method for people whose premiums are not deducted from their pension benefits and who pay the premiums by themselves.

Resident Tax	This tax is paid to the municipality and prefecture where you live as of January 1 st . The amount is based on your income from the previous year.
Property Tax	This tax is paid by people who own land, houses, or other property. If you do not own any of these, you generally do not have to pay this tax.
Light Motor Vehicle Tax	This tax is paid once a year by people who own light motor vehicles as of April 1 st .
National Health Insurance Tax	This is an insurance premium (tax) for people enrolled in national health insurance. It is calculated for each household, and the bill is sent to the head of the household.
Long-Term Care Insurance Premiums	These premiums help cover the cost of long-term care services. You start paying at the age of 40. The payment deadlines shown above apply to people aged 65 and older. If you are under 65, the payment method is different.
Medical Care Insurance Premiums for Older Senior Citizens	These are health insurance premiums for people aged 75 and older, or people aged 65 and older with certain disabilities.

Useful Information for Daily Life in Multiple Languages and Consultation Desk

Useful Information for Daily Life in Multiple Languages



• Koka Multicultural Center Website

URL: www.koka-tabunka.jp

Japanese language classes, support for children's studies, consultation meetings with experts, local events, multilingual consultations, and other useful information.



For more information
< Center Website >

• Koka City Newsletter

URL: www.city.koka.lg.jp/kouhou/

Information on new systems and events will be provided. It can be read in multiple languages.



For more information
< My Newsletter >

Consultation Desk in the city

■ Koka City Hall Consultation Desk for Foreign Residents

You can consult in multiple languages about procedures at the city hall.

Location Koka City Hall
(6053 Minakuchi, Minakuchi-cho, Koka City)

Phone 0748-69-2146

In-Person Interpretation Portuguese, Vietnamese, and Spanish

Video Telephone Interpretation Available in 16 languages

*Consultation is available at the city hall, as well as at the local civic center.



For more information
<Community Centers
in each region>

■ Koka Multicultural Center Consultation Desk for Foreign Residents

You can consult on daily life matters such as residence procedures, employment, medical care, welfare, pregnancy, child-rearing, and children's education.

Location Koka Multicultural Center In Minakuru Plaza
(1-20 Honmaru, Minakuchi-cho, Koka City)

Phone 0748-70-3721

In-person Interpretation Portuguese, Spanish, Chinese, Vietnamese, English

Video Telephone Interpretation Available in 16 languages

Pregnancy and Childbirth

When You Are Pregnant

1. When you find out that you are pregnant, please complete the necessary procedures at Health Center.

You will receive a **Maternal and Child Health Handbook**.

*Maternal and Child Health Handbook

- This handbook keeps a record the health of the mother and baby.
- You will write about your body during pregnancy, baby's growth, vaccination records and so on.
- Foreign-language versions may also be available.
Please ask at the health center.

2. Please get prenatal health checkups.

During pregnancy, you need to get checkups at a hospital or a clinic at a designated time.

Please hand in subsidy tickets (separate booklet) at the time.

Subsidy tickets (separate booklet) will be issued along with the Maternal and Child Health Handbook.



For more information,
scan the QR code
< Koka City website >

When You Give Birth to Your Baby

Once your baby is born, please complete the procedures below.

Notification of Birth

Once your baby is born,
please submit a birth notification **to the city hall**
within **14 days** of the birth.

*Please check the website for what to bring.



For more information
< Koka City website >

Applying for Your Baby's Status of Residence

Take all of the necessary documents to the **Immigration Bureau** within **30 days** of the birth. Please confirm with the Immigration Services Agency for the details of the procedures.

Procedures at the Embassy or the Consulate

Once your baby is born, you need to go through the procedures at the embassy or the consulate of your home country.

*The necessary procedures, deadlines, and documents vary by country.
Please check the website **of the embassy or the consulate in advance**.

Child Rearing

Infant Health Checkups

To check your child's growth and health, please make sure to get your child an **infant health checkup**.

In Koka City, there are checkups for 4 months, 10 months, 1 year and 8 months, 2 years and 6 months, and 3 years and 6 months.

The checkup is by appointment only, and you can make an appointment through **Koka Smile app**.

If you can't go, you can make an appointment on a day convenient for you from the next month.

On the day of the checkup, bring your **Maternal and Child Health Handbook and a questionnaire**.

*Fill out the questionnaire and take it with you.



For more information
< Koka City website >



Kouka Smile app

Children's Vaccinations (Routine Vaccinations)

Routine vaccinations are provided for children who are registered as residents of Koka City.

Vaccinations prevent diseases that children are susceptible to, or prevent them from getting worse.

The vaccinations vary depending on the child's age.

Please check your Maternal and Child Health Handbook and get your child vaccinated when he / she is feeling well.

*Vaccination schedules and details are subject to change.

*Please make sure to check the Koka City website or the Health Center for the latest information.



For more information,
scan the QR code
< Koka City website >



Medical Expenses for Children

There is a Medical Expense Subsidy Program for children from birth through high school. You need to apply for a Medical Expense Subsidy Certificate at the city hall. You will not have to pay the covered medical expenses at the hospital. (Medical expenses not covered by health insurance are excluded.)

Application for Nursery Services

Nursery School

Nursery schools are for children whose parents or guardians are unable to take care of them at home due to work or other reasons.

Applications are accepted in October every year. In general, applications must be submitted online through Mynportal.

*If you are not sure how to apply, please contact the city hall.

Kindergarten

Kindergartens are for children from age 3 until they enter elementary school. They value learning through playing.

(Some kindergartens accept children who are 2 years old or older).

The application period and conditions vary depending on the kindergarten.

Certified Childcare Center

Certified Childcare Centers offer hybrid services which are provided at both kindergartens and nursery schools.

Some Certified Childcare Centers are open to accept children whose parents are not working.

Required Documents

Application form, certificate of employment, application form for grant approval, identification documents, documents showing My Number, etc.

*Nursery school, kindergarten, and certified childcare center fees for children aged 3~5 are free (although some may be charged).

*If you want your child get enrolled in a nursery school, a kindergarten, or a certified childcare center, please consult with the Childcare and Kindergarten Division of the city hall or the school / the center directly. Multilingual Interpretation is available.



For more information:
Koka City website



Consultation on Child-Rearing and Child Development

Contact for Consultation

Koka City Hall Child-Rearing Policy Division

(Phone : 0748-69-2169)

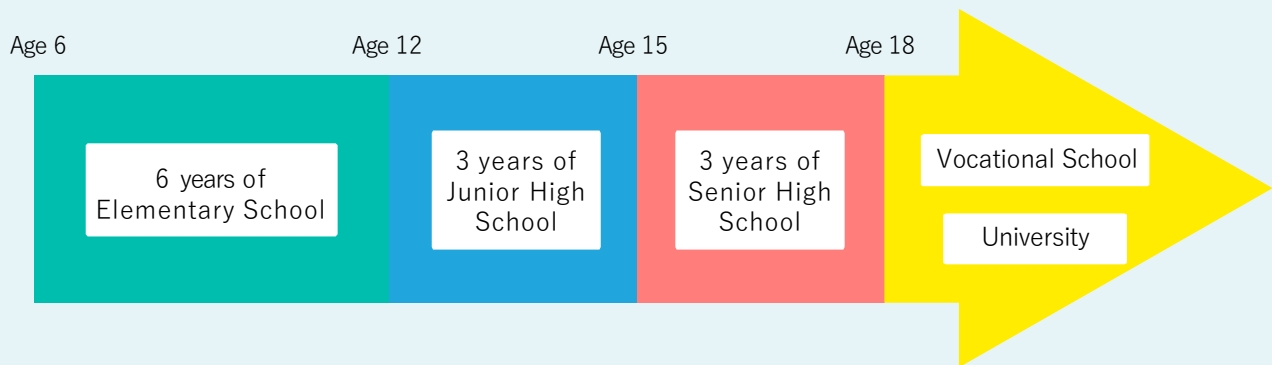
Child Development Support Division (Phone : 0748-69-2178)

Koka City Multicultural Center

(Phone : 0748-70-3721)

School (Children's Education and School Life)

Japanese Educational System



Entering Elementary School

Elementary school is the place where children study for 6 years. They learn how to read, write, and calculate, as well as the basics of living in society. In Japan, 9 years of elementary school and junior high school are compulsory education.

Entering Junior High School

Junior high school is the place where students study for 3 years after elementary school. Based on what they learned in elementary school, they deepen their study and take time to explore their future career paths. 3 years at junior high school is also part of compulsory education.



For information about elementary school and junior high school, please consult the **School Education Division** in the city hall. Consultations in multiple languages are available.



For more information
< Koka City website >

Entering High School

Those who have graduated from junior high school can take an entrance exam, and if they pass, they can get enrolled. There are also part-time high schools where students take classes at night and correspondence high schools where students study online.

Enrolling in Vocational Schools or Universities

Vocational schools teach practical skills and knowledge for specific jobs, while universities are schools where students study specialized fields in greater depth.



Regarding Financial Support for Education

It costs money to attend school.

*Financial support is available to help cover some of the costs of attending school.



For more information,
scan the QR code
< Koka City website >

Japanese Language Class and Learning Support for Children with Foreign Roots

There are initial Japanese language instruction classes and learning support classes for children with foreign roots.

- Initial Japanese Language Instruction Classes

Kawasemi Class

Initial instruction is provided.

Please ask the Board of Education or the school for details.

- Learning Support Classes

Nanairo Class

We support children with foreign roots learn by providing after-school learning support.

Date

Every Thursday and Friday 16:00~18:00

Location

In Minakuru Plaza

Koka Multicultural Center Conference Room

School-Age Consultation

This is a consultation desk for children from elementary school to high school, parents, and families. You can consult about school, daily life, and raising children. Multilingual interpretation is available.

**Contact for
Consultation**

Koka City Hall Child-Rearing Policy Division
Phone: 0748-69-2184



For more information
< Koka City website >

Child Care Support Center

This is a place where parents and children can play and interact with other infants and toddlers for free.

You can meet and consult with advisers and other parents about child care.

For more information,
click here
< Koka City website >



After-School Children's Clubs (After-School Childcare)

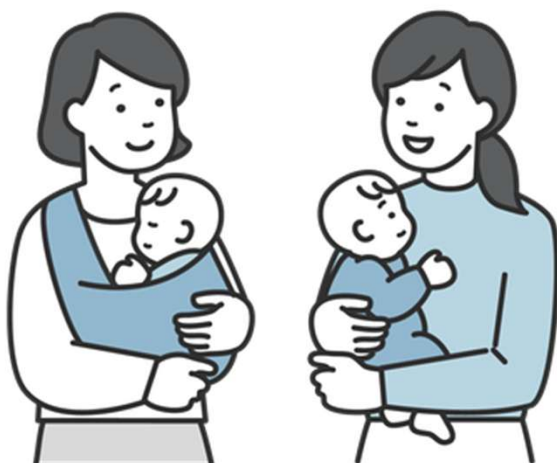
This service is available for elementary school children whose parents or guardians are unable to take care of them after school or during a long holiday since they need to work.

Applications are due in October every year.

Generally, you apply directly to the children's club that your child want to attend.

*If you are not sure how to apply, please contact the city hall.

For more information:
< Website of Koka City >



Learning Japanese (Japanese Language Classes Information)

Koka Japanese Language Class (Beginner, Level 1 / Basic, Level 2)

■ In-Person

When : Saturdays and Sundays

Term : First Semester, Second Semester,
Winter Semester

Frequency : 1.5 hours x20 sessions per semester

Cost : 5,000 yen per semester

Location : Minakuru Plaza

■ Online

Format : Zoom

When : August-October
January-March

Cost : 5,000 yen per semester

*Scheduled dates are subject to change.

Please contact the office listed below for more information.

Ninja Japanese Language Class

■ In-Person

When: Every Other Week (Saturday Evening)

Term : First Semester (April-August)
Second Semester (September-December)

Frequency : 10 sessions per semester

Cost: 4,000 yen per semester

Location: Minakuru Plaza



Niji Japanese Language Class

■ Monday Class

When: Every Monday afternoon

Term : First Semester (April-August)
Second Semester (September-December)

Frequency : 12 sessions per semester

Cost : 4,000 yen per semester

Location : Minakuru Plaza

■ Winter Class

Format : Individual

When : January-March

Frequency: 8 sessions in total

Cost: 2,000 yen

Location: Minakuru Plaza

■ Individual Class

Format : Adjusted as Needed

Term : First Semester (April-August)
Second Semester (September-December)

Frequency : 12 sessions per semester

Cost : 4,000 yen per semester

Location: Minakuru Plaza



Contact Information

Koka Multicultural Center

Phone: 0748-70-3721

Location: 1-20 Honmaru, Minakuchi-cho, Koka City
(in Minakuru Plaza)



Click here for details
< Center website >

Working in Japan (Employment and Types of Employment)

*You can only work within the scope permitted by your status of residence.

How to Find a Job (Hello Work, Staffing Agency, Internet etc)

■ Hello Work Koka

Phone: 0748-62-0651

You can get employment advice for free.

■ Staffing Agency

Location: Each company

Once you are registered, you may be referred to job opportunities.

■ Internet

Location: Job Search Websites, Company Websites

You can apply to companies directly.

■ Shiga Job Support Center for Foreign Residents

Tel: 050-5211-5397

Specialized advisors help you find a job.



For more information
< Shiga Labor Bureau
website >



For more information
< Shiga Job Support Center for
Foreign Residents website >

*There are many jobs in manufacturing and service industries in Koka City, and some of those jobs require a certain level of Japanese proficiency.

Consultations on Jobs and Companies

■ Hello Work Koka

Telephone: 0748-62-0651

Details: Job Search and employment insurance



■ Consultation Agencies for Foreign Workers

Telephone: Access the QR code for information

Multilingual Consultations Available



■ Foreign Workers Consultation Service

Telephone: Access the QR code for information

Multilingual Consultations Available



■ Higashiomi Labor Standards Inspection Office

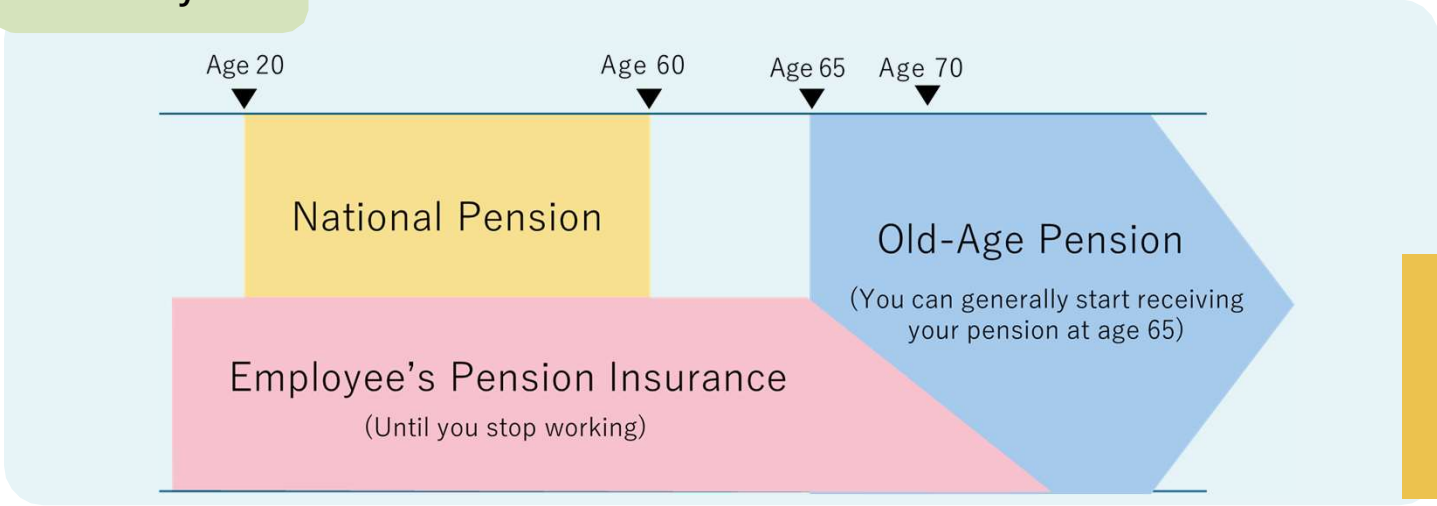
Tel: 0748-22-0394

Multilingual Consultations Available



Life After Retirement (Pension / Activities for a Fulfilling Life)

Pension System



If you enrolled in the pension on or after April 1, 2022,
you will receive a basic pension number notification.

- Your basic pension number and other information are written on the notification.
- You need it when you receive a pension.
- If you lose it, you can get it reissued at Koka City Hall or the pension office.

National Pension	As a general rule, all people aged 20 or over and under 60 who are registered as residents in Japan need to enroll in the public pension system.
Employees' Pension Insurance	Employees who work at an applicable place of business are enrolled in employees' pension insurance if they meet the requirements. You will receive more money in the future.
National Pension (Voluntary Enrollment)	If you don't meet the 10-year requirement to receive an old-age pension or the 40-year requirement to receive the full pension amount, you may voluntarily enroll in the National Pension System.

Applying for Pension Benefits

National Pension

Please contact the Insurance and Pension Division of the city hall.
(people whose entire pension coverage period was as a Category 1 insured person under the National Pension System (such as self-employed persons))



< Koka City Website >

Employees' Pension Insurance

Please contact Japan Pension Service.



< Japan Pension Service Website >

Participate in Community Activities and Activities for a Fulfilling Life

You are always welcome to participate in social gatherings and volunteer activities to stay healthy after retirement.

Contact Information

- Senior Citizens' Clubs (Gymnastics, Singing, Trips, etc.)
Contact : Senior Welfare Division, Koka City Hall Phone : 0748-69-2164
- Volunteer Activities (Events and Community Support)
Contact : Council of Social Welfare Phone : 0748-65-6370
- Cultural Exchange between Japanese and Foreign Residents
Contact: Koka International Society Phone : 0748-63-8728



Contact Information

- | | |
|---|---|
| ■ Kusatsu Pension Office
Phone : 077-567-2220
Topics : General Pension Information | ■ Long-Term Care Insurance Division,
Koka City Hall
Phone : 0748-69-2166
Topics : Long-Term Care Insurance,
Long-Term Care Workers |
| ■ Senior Welfare Division,
Koka City Hall
Phone : 0748-69-2164
Topics : Long-Term Care Prevention,
Dementia, Active and Fulfilling Life | ■ Koka City Hall
Insurance and Pension Division
Phone : 0748-69-2140
Topics : Pension, National Health Insurance,
Medical Care Insurance for
Older Senior Citizens |

Community General Support Centers

(Consultation Desks for Elderly People Living in the Community)

- Koka City Minakuchi Community General Support Center (For Residents of Minakuchi)
Phone : 0748-65-1170
- Koka City Tsuchiyama Community General Support Center (For residents of Tsuchiyama)
Phone : 0748-66-1610
- Koka City Koka Community General Support Center (For Residents of Koka)
Phone : 0748-88-8136
- Koka City Konan Community General Support Center (For Residents of Konan)
Phone : 0748-86-8034
- Koka City Shigaraki Community General Support Center (For Residents of Shigaraki)
Phone : 0748-82-3180

In Case of Illness or Injury

Regarding Japan's Health Insurance System

Japan's Health Insurance System is designed to reduce the burden of medical expenses when you get sick or injured.

If you are registered as a resident in Japan, you must enroll in public health insurance.

There are 2 main types of public health insurance:

Employees' Health Insurance for employees and their dependents,
and National Health Insurance for other people.



For more information
< Video explaining the
Immigration Bureau >

Employees' Health Insurance

This insurance is for employees and their families to receive medical treatment if they get sick or injured. It is calculated based on the average salary from April to June.
For more information, please contact your company.

*People who are not covered by social insurance are obliged to join the national health insurance.

National Health Insurance

This insurance is for people who do not have company health insurance to receive medical care when they get sick or injured. It is an insurance to receive. Taxation is based on the previous year's income, the number of members, and age.

Contact for
Consultation

Insurance and Pension Division,
National Health Insurance and Pension Division, Koka City Hall
Phone: 0748-69-2140

Medical Care System for Older Senior Citizens

This system allows people aged 75 or older to receive medical care with peace of mind. You share of the medical costs depends on your taxable income (10% to 30%).

*Depending on your status of residence, you may not be able to get enrolled in.

Contact for
Consultation

Insurance and Pension Division,
Koka City Hall Medical Section for Elderly and Welfare
Phone: 0748-69-2142

Long-Term Care Insurance System

This is a system that provides support for daily life activities, such as eating and bathing, when you have difficulty with everyday life due to aging or illness.

People aged 40 to 64 who enroll in Long-Term Care Insurance along with your Health Insurance. People aged 65 or older pay Long-Term Care Insurance Premiums to the city. The amount varies depending on your income from the previous year.

If you would like to use these services,
please consult the Long-Term Care Insurance Division at the city hall.
Consultations in Multiple Languages are available.



For more information
< Koka City website >

In Case of Death

Submit a Notification of Death within **7 days**.

What to Bring: Passport or
the Document Proving the Nationality of the Deceased

*The necessary procedures differ depending on the country.

Please check the website of the embassy or others.



For more information
< Koka City website >

Where to Find a Doctor or a Hospital Near Your Home

The the Ministry of Health, Labour and Welfare and Japan Tourism Agency have published a list of medical institutions that accept foreign patients.

Read the QR code and choose your language.



For more information
< Japan National Tourism
Organization website >

In Case of Sudden Illness, Injury, or Fire

Call for an ambulance or a fire truck.

The Koka Regional Fire Headquarters provides multilingual support for foreign citizens who request an ambulance or a fire truck.

How to Call : Dial **119**.

Please stay on the line until you are connected to an interpreter.



For more information:
< the Ministry of Internal Affairs and
Communications Fire and Disaster
Management Agency website >

In Case of a Crime or an Accident

To call for the **police**

Koka Police Station Dial **110**

To call for **a fire truck or an ambulance**

Koka Fire Station Dial **119**



In Case of Disaster

Prepare for disasters to protect your precious lives!

Disaster Preparedness

Here are some tips for preparing for disasters in Japan.

Please make sure to check the QR code on the right.



For more information
< Cabinet Office Disaster
Information Website >

Koka City Disaster Information Mail in Multiple Languages

Koka City provides weather and evacuation information in multiple languages.
Please make sure to register.

[How to use]

Read the QR code on the right, select a language, and send a blank email.



For more information
< Koka City Website >

Koka Disaster Multilingual Information Center

In the event of a major disaster, a multilingual support center will be set up for foreign residents who may have difficulty accessing important information or receiving support. The center will provide essential information in multiple languages.



For more information
< Multilingual information
in the event of a disaster
Information Support Center website >



Multilingual Disaster Information App "Safety Tips"

This app provides disaster information in multiple languages.



Click here to
download
<ios>



Click here to
download
<Android>

Koka City

Disaster Information Mail

★ Delivery content ★

【English】英語

The email will be sent from Koka city Hall.

en-touroku.koka-city@raidan.ktaiwork.jp



- Weather emergency warning
- Weather warning
- Evacuation site information

【简体中文】中国語(簡体字)

电子邮件是从甲贺市政厅发送的。

cn-touroku.koka-city@raidan.ktaiwork.jp



- 气象特别警报
- 气象警报
- 避难所开设信息

【繁體中文】中国語(繁体字)

電子郵件是從甲賀市政廳發送的。

ch-touroku.koka-city@raidan.ktaiwork.jp



- 氣象特別警報
- 氣象警報
- 避難所開設信息

【한국어】韓国語

고카시에서 메일이 발송됩니다.

ko-touroku.koka-city@raidan.ktaiwork.jp



- 기상 특별경보
- 기상경보
- 대피소 개설 정보

【Português】ポルトガル語

O e-mail será enviado a partir da Prefeitura de Koka.

pt-touroku.koka-city@raidan.ktaiwork.jp



- Alerta meteorológico especial
- Alerta meteorológico
- Informação lugar de refúgio

【Bahasa Indonesia】インドネシア語

Email akan dikirim dari Balai Kota Koka.

id-touroku.koka-city@raidan.ktaiwork.jp



- Peringatan siaga khusus cuaca
- Peringatan siaga cuaca
- Informasi tempat pengungsian

【Tagalog】タガログ語

Ang email ay ipapadala mula sa Koka City Hall.

tl-touroku.koka-city@raidan.ktaiwork.jp



- Espesyal na babala ng panahon
- Babala ng panahon
- Impormasyon sa pagtatatag ng refuge

【Tiếng Việt】ベトナム語

Thư điện tử sẽ được gửi từ ủy ban thành phố Koka.

vi-touroku.koka-city@raidan.ktaiwork.jp



- Cảnh báo thời tiết đặc biệt
- Cảnh báo thời tiết
- Thông tin sơ tán

【Español】スペイン語

El correo electrónico será enviado desde el ayuntamiento de Koka.

es-touroku.koka-city@raidan.ktaiwork.jp



- Advertencia especial meteorológica
- Advertencia meteorológica
- Información sobre el lugar de evacuación

【Le français】フランス語

Le courrier électronique sera envoyé de l'hôtel de ville d' Koka.

fr-touroku.koka-city@raidan.ktaiwork.jp



- Avertissement spécial pour les conditions météorologiques
- Avertissement météorologique
- Information sur l'évacuation

Contact information

Koka city Risk and Crisis Management Division

TEL 0748-69-2103

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