

# Foreign Nationals Consultation Q & A



A Q&A book compiling inquiries from  
foreign residents in Akita Prefecture  
【English version】

Public Interest Incorporated Foundation  
**A**kita **I**nternational **A**ssociation



# We gathered the consultations from all foreign nationals living in Akita into one book.

There are around 6,000 foreign nationals living in Akita Prefecture. Regarding things such as language, culture, and lifestyle, there will be things that are different between their home countries and Japan. So, there may be many times where they don't understand and think to themselves "What should I do in this kind of situation?"


Here at the Akita International Association (AIA), we respond to consultation requests from people with those kinds of worries. This Q&A collection has been created by looking at the consultations that the AIA has helped with until now.

If you still have questions after reading this Q&A, or if there is anything else you want to know, then please feel free to contact the AIA through telephone, email, or some other means.


**Q. 2 | I am looking for a job in Akita. How should I go about my job search?**

**A. 2 |** It is possible to consult regarding work at Hello Work (Public Employment Service Center). Consultation is free. Before searching for a job, confirm your status of residence and period of stay, and whether your status of residence allows you to work.


📞 Hello Work phone numbers are on page 23.



ハローワーク



You can consult about work



You can search for jobs

**More information**  
**《for foreign nationals working in Japan》**

For a foreign national to work in Japan, their status of residence must permit them to work. Anyone in violation of this will be working illegally and be subject to punishment.

For example, people with status of residence such as "Student" or "Dependent" are not permitted to work, but if they obtain "Permission to Engage in Activities Other Than Those Permitted by the Immigration Bureau," they can work part-time for a certain period of time.

"Q" shows questions from foreign nationals.  
"A" shows the answers to those questions.



The **"For those who wish to know more details"** sections show more detailed information related to the content of the question. If you want to know further details that are not written, feel free to call the AIA.

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## Q. 1 What is status of residence?

A. 1 Status of residence is a necessary status for you to live in Japan.

Depending on the status of residence type, the conditions of how long you can stay in Japan, what type of job you can do, and so forth, are different. In cases such as sightseeing for 90 or fewer days, or coming to see family in Japan, you will receive a "Temporary Visitor" status of residence.

## Q. 2 When I arrived in Japan, I was given a "Residence Card." What is this card?

A. 2 A residence card is an ID card given to foreigners who live in Japan for longer than three months by the Immigration Bureau (Regional Immigration Bureau). This card contains information about your type of status of residence, the expiration date of your status of residence, whether you are allowed to work, etc. It is a very important card that proves that you are eligible to stay in Japan. Please carry it with you at all times.

Residence Card front	Residence Card back
	

>2025.02.01 "Immigration Services Agency website"

**Q.3 What should I do if I want to change my status of residence or extend my period of stay in Japan?**

A.3 The procedures required will vary depending on your status of residence and living situation. Please inquire at the Immigration Bureau.

☞ Phone numbers are on page 4.

**Q.4 My Japanese husband has passed away. Is it possible for me to continue living in Japan?**

A.4 If you have a status of residence of "Spouse or Child of a Japanese National," you must submit a "Notification of Spouse" to the Immigration Bureau within 14 days of the date of your spouse's death. In order to continue living in Japan, you will also need to change your status of residence. Please check with the Immigration Bureau to find out what procedures you need to follow.

☞ Phone numbers are on page 4.

※The same applies to foreign nationals who divorce their Japanese spouse.

※Within 14 days of divorce, or your spouse passing away, or so on: contact the Immigration Services Agency of Japan and do any necessary paperwork.

**Q.5 What type of paperwork is necessary in order to continue living in Japan forever?**

A.5 If you have a "permanent residence permit," you can live in Japan without changing your status of residence or period of stay. Ask the immigration bureau for more information about "permanent residence permit applications." ☞ Phone numbers are on page 4.



**Q.6 I want to invite my (biological) child from my home country to come live in Japan with me. What should I do?**

- A.6 Children will need a visa and status of residence. For more information, please check with the immigration bureau, the Foreign Residents Support Center (FRESC), or the Ministry of Foreign Affairs' Visa Information Center.
- ☞ Phone numbers are on page 4.
- Depending on the child's age, it is also necessary to think about sending them to school. Check Q.27 (☞ page 31) for details.

# Contact point for inquiries regarding status of residence and visa

- Akita Branch Office of the Sendai Immigration Bureau (Immigration Bureau)  
(Consultations in Japanese)

Telephone: **018-895-5221**

Available days and times : 9:00-12:00, 13:00-16:00 (Weekdays only)



- Foreign Resident General Information Center

(Consultations available in foreign languages)

Telephone: **0570-013904** (If calling from overseas or using IP or PHS phone service, dial **03-5796-7112**)

Available days and times: 8:30-17:15 (Weekdays only)

Available languages: English, Chinese, Korean, Vietnamese, Tagalog (Filipino), Nepali, Indonesian, Thai, Khmer, etc.



- Foreign Resident Support Center (FRESC) Ministry of Foreign Affairs

Visa Information

(Consultations available in Japanese or English)

Telephone: **0570-011000** (After selecting your language, please press 5)

**03-5369-6577**

Call days and times: 9:00-17:00 (weekdays only)





### More information

#### 《differences between visa and status of residence》

Visa: A visa is obtained from the Japanese embassy or consulate in your home country before entering Japan and is issued by the Ministry of Foreign Affairs.

Status of residence: This is obtained when entering Japan and is granted by the Immigration Services Agency.



### More information

#### 《differences between "Spouse or Child of Japanese National" and "Permanent Resident" status of residence》

	Spouse or Child of Japanese National	Permanent Resident
Period of Stay	6 months, 1 year, 3 years, 5 years (Renewal is necessary)	Unlimited (Residence Card renewal paperwork is necessary)
In the case of divorce or the death of the Japanese spouse	If you wish to continue living in Japan, you will need to obtain a different status of residence within six months.	This does not affect your status of residence, so you can continue to stay in Japan.

- Permanent Residency means that an individual has the right to live permanently in Japan while retaining their foreign nationality. Apply for permanent residency at the Immigration Bureau. Permanent Residency is one type of residency status.
- "Naturalization" refers to a foreign national obtaining Japanese citizenship, thereby becoming a Japanese person.  
Apply at the Legal Affairs Bureau.

Akita Regional Legal Affairs Bureau, Family Registration Division

Telephone: **018-862-1129**

Available days and times: 8:30-17:15 (Weekdays only)



### More information

#### 《related to education and bringing children from overseas》

Before bringing a child to Japan from overseas think carefully about the following issues:

- ① The child's age
- ② The child's Japanese language ability
- ③ Education in Japan

**Q.7 My family and friends want to come to Japan for sightseeing.  
What kind of paperwork is needed?**

A.7 Depending on the nationality of your family and friends, you may or may not need a visa. For more information, please contact the Foreign Resident Support Center (FRESC), the Ministry of Foreign Affairs' Visa Information(👉 page 4), or the Japanese embassy or consulate in your country.

**Q.8 Can I renew my passport in Japan?**

A.8 Procedures for renewal or extension of duration for passports may be done in Japan at an embassy or consulate of your home country. Check with an embassy or consulate of your home country (👉 page 7) for details. Furthermore, in Akita and Iwate Prefectures, as well as other places, there exist "one-day consular service events" for China and the Philippines. At these events, you can renew your passport, consult with the consulate, and receive other services in Akita and Iwate Prefectures, and other places. Ask a consulate about when and where one day consular service events are taking place.

## Contact details for embassies and consulates in Japan

Country	Name of Embassy or Consulate	Phone Number
China	Consulate-General of the People's Republic of China in Sapporo	011-563-5563
	Consulate-General of the People's Republic of China in Niigata	025-228-8888
Philippines	Embassy of the Republic of the Philippines	03-5562-1600
South Korea	Consulate-General of the Republic of Korea in Sendai	022-221-2751
United States of America	U.S. Consulate-General in Sapporo	011-641-1115 011-641-1116 011-641-1117
Vietnam	Embassy of the Socialist Republic of Vietnam in Japan	03-3466-3311 03-3466-3313 03-3466-3314
Thailand	Royal Thai Embassy in Japan	03-5789-2433
Indonesia	Embassy of the Republic of Indonesia	03-3441-4201

You can check the embassies and consulates of other countries on the "List of Foreign Missions in Japan".

Ministry of Foreign Affairs: List of foreign missions in Japan



## Q. 9 I lost my passport. Who should I notify?

A. 9 If your passport is lost or stolen in Japan, go to the nearest police box (where there are police officers) immediately. Also, contact your country's embassy or consulate in Japan (👉 page 7) and inform them that your passport has been lost or stolen.



### More information

#### 《transfer of endorsement for passports》

Your passport will have stamps such as landing permission and re-entry permission, but these will not be transferred to your renewed passport. Immigration will transfer the landing permission and re-entry permission stamps from your old passport to your new passport (if you do not want them transferred, you will need to hold both your old and new passports until your status of residence expires).



## Q. I 0 How can I find a place to live in Japan?

A. I 0 You can get a house or apartment introduced to you by a real estate agency (a store that introduces houses). Tell the real estate agency about the amount of money you need to rent a house, the location, the size, and your preferences.

### ●Money required when signing a contract

<b>Rent</b>	This is the amount you pay each month to rent a house or apartment. You pay one month in advance.
<b>Management fee/common area fee</b>	This is money used to clean elevators, hallways, and other common areas that everyone uses. It is paid monthly.
<b>Deposit</b>	This is money that the renter deposits with the landlord (the person who owns the house). When you stop renting, the money is used to repair and clean the house. Any money left over is returned.
<b>Key money</b>	This is a token of appreciation that renters pay to landlords. It is not returned when you stop renting.
<b>Brokerage fee</b>	This is a thank you payment to the real estate agent.



### More information

#### 《How to search for a place to stay》

The rules for renting a place are also very different in Japan and other countries. You can download the "Room Search Guidebook" (14 languages) from the Ministry of Land, Infrastructure, Transport and Tourism website. Check out the process from room search to moving in, as well as useful information for renting a place.



Ministry of Land, Infrastructure, Transport and Tourism website "Guidebook for finding an apartment"



**Q. I I I I don't know the rules for garbage disposal.**

A. I I I In Japan, garbage is separated into different types before disposal. The rules for disposing garbage vary depending on the city or town you live in. Garbage is disposed of on designated days and at designated times depending on the type. You also need to buy specified bags to dispose of garbage. If you search the internet for the name of your city or town (e.g. あきたし) and "ごみ (の捨て方)", you will find a page on the city or town's website that explains how to dispose of your garbage. If you are still confused, ask your city or town office. If you don't dispose of your garbage in the designated way, it may not be collected.





## Q. I 2 Teach me about paperwork for international marriage.

A. I 2 When marrying in Japan, submit a registration of marriage to your city hall, or other public office in your town, village, or other location. Also be sure to inform your country's embassy, consulate, or other authority (👉 page 7). Necessary procedures differ by country.



### More information

#### 《marriage of a foreign national to a Japanese national》

When a foreign national marries a Japanese national in Japan, normally the marriage procedures for both countries must be completed. In cases where the procedures for only one country are completed, there are cases where the other country does not recognize the marriage, leading to various problems.

There is the method of first completing marriage procedures in the Japanese system and then notifying the foreign country, as well as the method of completing marriage procedures in the system of the foreign country and then notifying Japan. Depending on the country there are also cases where the latter procedures become very simple.



### More information

#### 《marriage between two foreign nationals》

In the case of marriage between two foreign nationals in Japan, necessary procedures vary greatly depending on country, so be sure to confirm what is necessary with relevant embassies and consulates in Japan (👉 page 7).

Furthermore, since there is no problem with also completing marriage procedures in Japan, confirm with your local public office for necessary paperwork when completing marriage procedures in your municipality. Of course, you must also inform your home countries.

## Q. I 3 I have become pregnant. What kind of preparation and paperwork are necessary for giving birth in Japan?

A. I 3 First, go to your city hall or public office of your town or village, and submit a pregnancy notification. From pregnancy until birth, and then after the child is born, there is a lot of paperwork to do. Please confirm the details on the following pages.





## List of things to do from pregnancy until birth



### ① Things to prepare from submitting the pregnancy notice until birth

#### ☐ Receive a maternal and child health handbook

After submitting the pregnancy notice, you can receive a maternal and child health handbook. This handbook will keep track of various things, such as the mother's health and the baby's growth. Coupons that can make hospital examinations (bodily checkups) cheaper or free can also be received with this handbook. The handbook itself does not cost money. You can buy foreign language maternal and child health handbooks on the internet.



#### ☐ Search for a hospital to give birth at

You can give birth at a hospital with a maternity division or an obstetrics and gynecology department.

Once you know you are pregnant, quickly make a reservation for giving birth.



#### ☐ Get checkups for the mother and unborn baby (examination)

Every month, get checkups at the hospital to check the health of the mother and baby.

#### ☐ Do paperwork to receive the Childbirth Lump Sum Grant

It costs about 500,000 yen to give birth in Japan. If you have health insurance, you will receive a lump sum childbirth and childcare allowance of about 500,000 yen.

#### ☐ Take part in mother/father (papa, mama) classes

These are classes that teach you about giving birth and raising a baby. They are held in the city or town where you live. They may also be held at the hospital where you give birth.

### Bodily changes



First Trimester (From 1 to 4 months)	Second Trimester (From 5 to 7 months)	Third Trimester (From 8 to 10 months)
When morning sickness (when you feel bad) becomes difficult, and you can't retain fluids, go to the hospital.	Be careful of anemia (when your body's iron becomes low).	If you feel like your belly is painfully expanding, rest immediately. If the feeling continues, go to a hospital.

## ② Things to do after the baby is born

### ◆ Do paperwork at the public office of the city, town, or village where you live◆

#### ☐ Submit a birth registration

Within 14 days after the baby is born, submit a birth registration to the city hall or public office of the town or village you live in. After that, if there is some necessary paperwork for the Immigration bureau, be sure to receive a Certificate of Acceptance of Birth Report, and a Certificate of Residence (which includes the name of the baby).



#### ☐ Receive a Welfare and Medical Beneficiary Certificate (Marufuku Card)

With this card, children of 0 years of age can go to the hospital for free.

#### ☐ Do the paperwork to receive child allowance

Child allowance is money used for raising a child.



### ◆ Procedures to be completed at immigration offices, embassies, and consulates◆

#### ☐ Obtain a status of residence, citizenship, and so on

If both the father and mother are foreign nationals, they must apply for permission to obtain a status of residence within 30 days of the baby's birth. They must also complete the procedures to obtain the baby's nationality at the embassy or consulate.

## ③ Things to do for the health of the baby and mother

#### ☐ 1 month checkup

Get a checkup for the condition of the baby's body, growth, and so on at the hospital where the baby was born.



#### ☐ Baby home visit

A midwife, public health nurse, or other professional will visit the home to check if the baby and mother are well. This is also a chance to consult about anything troubling you.

#### ☐ Get vaccinations

Around 2 months after the baby is born, begin getting shots to protect against getting sick.



#### ☐ Infant examinations

Get the baby's growth checked at places like hospitals. This will be done several times, such as when the baby is 4 months old, 7 months old, and 10 months old. The timing and place to get these examinations done will vary depending on the city, town, or village.

※ Depending on the person, there are cases where the items in this list may not apply. Use this list as a reference, and check what is needed for your situation ahead of time.

**Q. I 4 I have a baby who was just born. I have heard that I need to have a lot of vaccinations done for the baby. However, I don't understand very well when I should have vaccinations done, and for which diseases.**

**A. I 4 Please ask your baby's family doctor (the doctor who sees your baby when they get sick) or the public health center or health center in your city or town. The vaccination schedule is also written in the Maternal and Child Health Handbook.**

If you would like information about diseases and vaccinations in your own language, you can view a pamphlet called "Foreign Language Edition: Vaccinations and Children's Health" by scanning the QR code below.

Public Foundation of Vaccination Research Center Website  
Vaccination and Children's Health Pamphlet, foreign language version  
(English, Chinese, Korean, Vietnamese, Spanish,  
Portuguese, Thai, Indonesian, Tagalog, Nepali)



**Q. I 5** I have a 2 year old child. I am not working, so during the day the child and I are mostly passing the time inside the house with just the two of us. My stress is building up, and my physical condition isn't well.

**A. I 5** There are places (childcare support centers) where you can let your children play and get advice on childcare. There are also services that allow you to leave your children with someone for a short period of time. The services vary depending on the city or town you live in, so please inquire at your city or town hall.

List of Child Care Support Centers in Akita Prefecture



**Q. I 6 I want to start working. Is there a place that can look after my small child while I am working?**

**A. I 6** Depending on factors such as the age of the child and situation of the guardians, the places (facilities) that can look after your child are different. The characteristics of each are also different, so please look at the table below.

Facility Name	Child's Age	Usage Time	Guardians Who Can Use the Facility	Facility Purpose
Kindergarten	3-5 years	Morning-Afternoon	Anyone	Teaches early childhood education
Day Care Center	0-5 years	Morning-Evening	Guardians who cannot care for children at home due to work, illness, etc.	Takes care of children in place of guardians
Certified Early Childhood Center	0-5 years	Morning-Evening	0-2 years: Guardians who cannot care for children at home due to work, illness, etc.  3-5 years: Anyone	Carries out education and childcare
	3-5 years	Morning-Afternoon		
Regional Model Childcare	0-2 years	Varies depending on the city you live in		

The cost of using the facilities also varies depending on the person and the facility. For more information, please check with your local city hall.

For information about kindergartens, please ask each kindergarten directly.



## Q. I 7 What kind of paperwork is needed for a divorce?

A. I 7 When getting divorced in Japan, you need to submit a "divorce notification" to your city or town hall.

Also be sure to inform your home country's embassy, consulate, or other authority (👉 page 7). Necessary procedures vary by country.



Consultation relating to procedures in Japan

- Japan Legal Support Center in Akita Telephone: **050-3383-5550 / 0570-078386**  
Available days and times: 9:00-17:00 (Weekdays only)
- Akita Bar Association Legal Consultation Center Telephone: **018-896-5599**  
Available days and times: 9:30-16:30 (Weekdays only)
- Free legal consultation center operated by municipalities

**Q. I 8 My Japanese husband says he is submitting a divorce notification to the government office, but I don't want a divorce. What should I do?**

**A. I 8** Even if you do not want to get divorced, if the city hall receives the divorce notice, it will be considered a valid divorce. If you do not wish to get divorced, go immediately to the city hall where your Japanese husband has his registered domicile or to the city hall where you live and submit a "Request for Non-Acceptance of Divorce Notice." If you do this, the city hall will not accept the divorce notice.



**More information**

**《international divorce》**

If a foreigner and a Japanese person, or two foreigners, wish to divorce in Japan, they must complete the divorce procedures in all countries where they have completed the marriage procedures. If you only complete the divorce procedures in Japan and do not complete the divorce procedures in your home country, you will still be married in your home country. This can cause problems when you remarry, so be sure to complete the divorce procedures. For details, please contact the embassies and consulates of each country in Japan (👉 page 7).



**More information**

**《regarding divorce procedures in Japan》**

**There are 4 methods for getting divorced**

① Divorce by agreement

Spouses discuss together and agree to divorce.

② Divorce by mediation

After a family court listens to each spouse individually, spouses discuss together and agree to divorce.

③ Divorce by (family court) arbitration

When decision for divorce cannot be settled by discussion alone, the family court decides on divorce.

④ Divorce by court order

A family court decides on divorce through a court order.





### **More information**

#### **《Status of residence after divorce or death of a Japanese spouse》**

If a foreign national is separated from a marriage with a Japanese person by death or divorce, then their Spouse or Child of Japanese National residency status will continue until the expiration date, but it cannot be renewed after that. Make certain to notify the Immigration Services Agency of Japan within 14 days of being separated by death or divorce. If you wish to continue living in Japan, then you must obtain a different status of residence. For details, ask the Immigration Services Agency of Japan (👉 page 4).

**Q. 19 I'm going to divorce my Japanese husband, but I still want to raise my children. What will happen to my children when I get a divorce?**

**A. 19** When divorcing, it is necessary to decide if you or your husband will raise your children. Discuss with your husband about who will have custody (the right to raise the children).

- Japan Legal Support Center in Akita (Lawyer/Law Consultation)

Telephone: **050-3383-5550 / 0570-078386**

Available days and times: 9:00-17:00 (Weekdays only)

Address: Hokuto Bank Building 6th floor, 5-1-51 Nakadori, Akita City

- Japan Legal Support Center Multilingual Information Service

Telephone: **0570-078377**

Available days and times: 9:00-17:00 (Weekdays only)




Available foreign languages: English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Tagalog, Nepali, Thai, Indonesian



**Q.2 0 I am suffering physical domestic violence from my husband. I can't speak Japanese well, and there is nobody around me who I can consult with, so I don't know what to do.**

**A.2 0 Don't worry alone, ask for help. If consulting in Japanese is difficult, there are also places where you can get help in foreign languages.**



	Phone Number	Available days and times	Website QR code
Akita Prefectural Consultation Center for Children, Women and People with Disabilities (Consultation in Japanese)	018-835-9052 0120-783-251	8:30-21:00 (Weekdays) 9:00-18:00 (Weekends and holidays)	
Domestic Violence Hotline Plus (If you use chat, you can get advice in foreign languages.)	0120-279-889	24/7 (Chat availability: 12:00-22:00)	
Yoriso Hotline (Consultations available in foreign languages)	0120-279-338	The languages available vary depending on the day of the week and time. For more information, please check the Yoriso Hotline website or Facebook.	



### More information

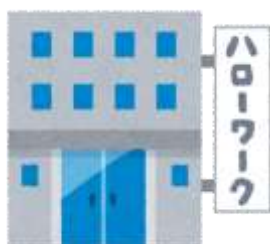
#### 《violence from spouses or significant others》

Domestic violence is not limited to physical abuse. It refers to physical abuse (hitting/kicking/throwing objects), mental abuse (insults/yelling/neglect), sexual abuse (unwanted sexual activity/refusal to cooperate with contraception), economic abuse (not providing living expenses/obstruction of working outside the home), societal abuse (limiting, monitoring, etc. someone's movements, relations with others, etc.) and so on.

## Q.2 I I am looking for a job in Akita. How should I go about my job search?

A.2 I It is possible to consult regarding work at Hello Work (Public Employment Service Center). Consultation is free. Before searching for a job, confirm your status of residence and period of stay, and whether your status of residence allows you to work.

👉 Hello Work phone numbers are on page 23.



You can consult about work



You can search for jobs



### More information

#### 《for foreign nationals working in Japan》

For a foreign national to work in Japan, their status of residence must permit them to work. Anyone in violation of this will be working illegally and be subject to punishment.

For example, people with status of residence such as "Student" or "Dependent" are not permitted to work, but if they obtain "Permission to Engage in Activities Other Than Those Permitted by the Immigration Bureau," they can work part-time for a certain period of time.

## List of contact information for Hello Work

Hello Work office (region)	Phone Number	Address
Hello Work Kazuno	0186-23-2173	Arata 82-4 Hanawa, Kazuno City
Hello Work Odate	0186-42-2531	Shimizu 1-5-20 Odate City
Hello Work Takanosu	0186-60-1586	Higashinakatai 26-1 Takanosu, Kitaakita City
Hello Work Noshiro	0185-54-7311	Midorimachi 5-29 Noshiro City
Hello Work Oga	0185-23-2411	Shinhamacho 1-3 Funagawa, Funagawa Port, Oga City
Hello Work Akita	018-864-4111	Barajima 1-12-16 Akita City
Hello Work Plaza Atorion	018-836-7820	Nakadori 2-3-8 Akita City (Atorion 3rd Floor)
Hello Work Plaza Goshono	018-889-8609	Jizoden 3-1-1 Goshono, Akita City (Akita Terrsa 3rd Floor)
Hello Work Honjo	0184-22-3421	Tajirino 18-1 Ishiwaki, Yurihonjo City
Hello Work Omagari	0187-63-0335	Omagarisumiyoshicho 33-3 Daisen City
Hello Work Kakunodate	0187-54-2434	Kodate 32-3 Kakunodatemachi, Semboku City
Hello Work Yokote	0182-32-1165	Asahikawa 1-2-26 Yokote City
Hello Work Yuzawa	0183-73-6117	Shimizucho 4-4-3 Yuzawa City

**Q.22 I have learned that my hourly wages are lower than Akita Prefecture's minimum wage. Is it because I'm a foreign national?**

**A.22** In Japan, there is a law known as the "Minimum Wage Act" (which dictates that it is unlawful to pay workers wages below a predetermined minimum wage). Foreign and Japanese nationals are both protected equally under this law. Please consult with someone if you have worries such as your wages being below minimum wage, if you are being made to work during breaks, or so on.

▪ **Akita Labour Bureau, General Labor Consultation Corner**

Telephone: **018-862-6684** (Japanese only)

Available days and times: 8:30-17:15 (Weekdays only)

▪ **Labour Standards Advice Hotline**

In addition to Japanese, consultations are available in 13 languages: Chinese, Spanish, Portuguese, Tagalog, Vietnamese, Burmese, Nepalese, Korean, Thai, Indonesian, Cambodian (Khmer), and Mongolian.

Phone numbers and consultation times vary depending on the language. For details, please check the website by scanning the QR code below.



## **If you are a Technical Intern**

Consultation in various languages by the Organization for Technical Intern Training (OTIT)

Available Language	Available days and times	Phone Number	Consultation Site QR Code
Vietnamese	Monday-Friday 11:00-19:00 Saturday 9:00-17:00	0120-250-168	
Chinese	Monday, Wednesday, Friday 11:00-19:00 Saturday 9:00-17:00	0120-250-169	
Indonesian	Tuesday and Thursday 11:00-19:00	0120-250-192	
Filipino	Tuesday and Thursday 11:00-19:00 Saturday 9:00-17:00	0120-250-197	
English	Tuesday and Thursday 11:00-19:00 Saturday 9:00-17:00	0120-250-147	
Thai	Thursday 11:00-19:00 Sunday 9:00-17:00	0120-250-198	
Cambodian (Khmer)	Thursday 11:00-19:00	0120-250-366	
Burmese	Tuesday 11:00-19:00	0120-250-302	

Unavailable New Year Holidays (December 29th-January 3rd) and other holidays.



### More information

#### 《laws related to labor》

Labor standards laws apply to any foreign national working in Japan.

Labor Standards Act: Specifies labor conditions such as wages, pay to employees during business suspension, working hours, etc., at the time of contracting.

Minimum Wage Act: Prevents wages below the minimum wage established for the relevant area. (Akita Prefecture's minimum wage is 951 yen as of February 1, 2025)

Workers' Accident Compensation Insurance Act: Provides for compensation via Worker's Accident Compensation Insurance in events of work related or commuting accidents.

There is a pamphlet published that is related to the Labor Standards Act. It is called the Working Conditions Handbook (Japanese, English, Chinese, Korean, Tagalog, Indonesian, Vietnamese, Burmese, Nepalese, Thai, etc.).

The leaflet can be downloaded from the Ministry of Health, Labour and Welfare's homepage, or you can contact your nearby Labour Standards Inspection Office.

👉 Telephone numbers can be found on page 27.

Ministry of Health, Labour and Welfare's homepage (Labor Standards Act page)



### More information

#### 《What happens if I quit my job?》

After you leave your job, you will need to go through various procedures. The Ministry of Health, Labor and Welfare has published a pamphlet called "To All Those Who Have Left Their Place of Employment" (available in Japanese, English, Chinese, Korean, Indonesian, Cambodian, Spanish, Thai, Tagalog, Nepali, Vietnamese, and more). Read this pamphlet to find out what procedures you need to go through.

To those who have left their place of employment(Japanese version)



To those who have left their place of employment (multilingual version)



For more information, please contact your local Hello Work office (👉 page 23) or the Employment Security Division of the Akita Labor Bureau (TEL: 018-883-0006).





## More information

### 《Labor Standards Inspection Offices》

Labor Standards Inspection Offices in each area offer labor related consultation regarding matters such as failure to protect labor laws, unjust dismissal, failure to pay wages, and so on.

Name	Phone Number	Jurisdiction
Akita Labor Standards Inspection Office	018-865-3671	Akita City Oga City Katagami City Minamiakita District
Noshiro Labor Standards Inspection Office	0185-52-6151	Noshiro City Yamamoto District
Odate Labor Standards Inspection Office	0186-42-4033	Odate City Kazuno City Kitaakita City Kazuno District Kitaakita District
Yokote Labor Standards Inspection Office	0182-32-3111	Yokote City Yuzawa City Ogachi District
Omagari Labor Standards Inspection Office	0187-63-5151	Daisen City Semboku City Semboku District
Honjo Labor Standards Inspection Office	0184-22-4124	Yurihonjo City Nikaho City

## Q.23 I want to go to the hospital, but I can't speak Japanese.

A.23 If you cannot go to the hospital with someone who speaks Japanese, use the

"Multilingual Medical Questionnaire." This questionnaire is for foreigners living in Japan to explain the nature of their illness or injury to the doctor when they go to the hospital.

It is translated into 23 languages for 11 medical departments.

You can access the website by searching "Multilingual Medical Questionnaire" on the Internet or by scanning the QR code below.

Multilingual Medical Questionnaire



### Available Languages

Chinese (Beijing dialect)	Khmer
Korean	Nepali
Tagalog	Lao
Portuguese	German
Spanish	Russian
Vietnamese	French
English	Persian
Thai	Arabic
Indonesian	Croatian
	and others



**Q.2 4 Tell me about Japan's public health insurance program.**

**A.2 4 There are two kinds of public health insurance in Japan (insurance for illness, injury, etc.): Employee Health Insurance and National Health Insurance. Those working at a place like a company will be enrolled in Employee Health Insurance, while others will be enrolled in National Health Insurance. Anyone who is enrolled in either will receive a Health Insurance Card. If you bring your Health Insurance Card with you to the hospital when suffering from injury, illness, or so on, you will only have to pay 30% of the hospital fees.**

**\*The issuance of the "health insurance card" shown in the photo below will end in December 2024. From now on, the My Number card will be used as the insurance card. Please see page 38 for more information on the My Number card.**

Health Insurance Card front	Health Insurance Card back
<p>健康保険被保険者証</p> <p>本人（被保険者） 00487</p> <p>令和 2年 4月 10日 交付</p> <p>記号 21700023 番号 1 (枝番) 00</p> <p>氏名 協会 太郎</p> <p>生年月日 平成 元年 5月 10日</p> <p>性別 男</p> <p>資格取得年月日 令和 2年 4月 1日</p> <p>事業所名称 株式会社〇〇〇〇〇〇〇〇</p> <p>保険者番号 9 9 9 9 9 9 9 9</p> <p>保険者名称 全国健康保険協会 〇〇支部</p> <p>保険者所在地 〇〇市〇〇町 9-9-9-9</p> <p>見直しは 日本共済 見直し 日本共済</p>	<p>注意事項 保険医療機関等において診療を受けようとするときには、必ずこの証書そのまわいで提示してください。</p> <p>住所</p> <p>番号</p> <p>※ 以下の欄に記入することにより、顔面識別に関する意思表示をすることが出来ます。記入する場合は、1から3までのいずれかの番号を□で囲んでください。</p> <ol style="list-style-type: none"><li>1. 写真は、顔光線及び口輪が停止した状態のいずれでも、移植の前に顔面を提供します。</li><li>2. 写真は、口輪が停止した状態に限り、移植の前に顔面を提供します。</li><li>3. 写真は、顔面を提供しません。</li></ol> <p>（1又は2を選んだ方で、選択したくない顔面がなければ、※をつけてください。）</p> <p>【顔面・顔・顔面・顔面・顔面・顔面・顔面・顔面】</p> <p>（特記欄）</p> <p>誕生日 年 月 日</p> <p>本人署名（印） 家族署名（印）</p>

>2025.02.01 "National Health Insurance Association website"



## More information

《Japan's public health insurance program》

In Japan, there are cases where if you complete some paperwork you may get money back from the hospital. On the other hand, there are cases where even if you are enrolled in insurance your hospital bill may not become cheaper. Please make effort to properly understand the insurance system.

※For those whose country has a social security agreement with Japan relating to the public health insurance program, enrollment is not required.

Japan Pension Service website

Date of agreement coming into effect with other countries  
and the social security systems covered



**Q.2 5 A payment collection letter (a letter asking me to quickly pay my insurance fees) for my National Health Insurance has arrived. What would happen if I left this alone and didn't pay?**

**A.2 5** If you cannot pay your insurance fees due to reasons such as your current life situation being difficult, absolutely make certain to go to the city hall or public office of your town or village and consult with them. If you do not pay and do not go to consult with your public office, you may become unable to use your insurance. Furthermore, if you continue to not pay without a special reason, you may become unable to use money you have in the bank. There is also a possibility that it may become difficult to renew your status of residence, so please be careful.

**Q.2 6 I submitted some paperwork I received at my city hall to my country's embassy (consulate). I was told that for this paperwork I need an Authentication of Official Seals from the Ministry of Foreign Affairs of Japan.**

**A.2 6** The Authentication of Official Seals is when the Ministry of Foreign Affairs of Japan checks and authenticates paperwork from Japanese city halls and similar locations, to make sure they are real paperwork. Authenticated paperwork must be certified at foreign country embassies and consulates located in Japan. Check the Ministry of Foreign Affairs of Japan homepage for procedures regarding the Authentication of Official Seals.

Ministry of Foreign Affairs website (verification (Authentication of official Seals/apostille)/verification at a diplomatic mission abroad)



## **Q.27 Is it possible to enroll my child from my home country into Japanese schools?**

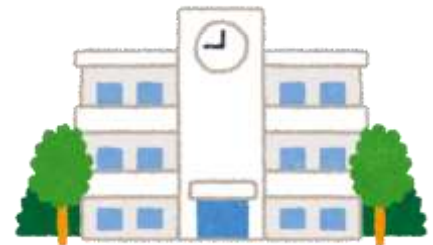
**A.27** Although procedures differ depending on the age of the child, children can be enrolled in elementary schools, middle schools, and so on.

### **【When the child is 6-15 years of age】**

In Japan, this is the age range for compulsory education. Although it is not compulsory for children who are foreign nationals, if you wish, children may study at Japanese elementary and middle schools. In the case of wishing to transfer in partway through the school year, consult with the Board of Education of your municipality. 🖱 Board of Education phone numbers are on page 33

### **【When the child is 15-18 years of age】**

When transferring to a high school within Akita Prefecture from a high school in another prefecture or foreign country, consult with the Akita Prefectural Bureau of Education, Senior High School Education Division (Telephone: 018-860-5161).





#### **More information**

#### **《regarding support for foreign national children and students who require Japanese language education (restricted to compulsory/public education)》**

Additional teachers and Japanese language support staff will provide support to the target students in their classes. Alternatively, they may use appropriate class time to provide support in other classrooms or Japanese Classes.

For details regarding this sort of support, ask the Board of Education of each municipality (👉 page 33).



#### **More information**

#### **《regarding children's Japanese language skills》**

For children whose native language is not Japanese, language barriers may become a large obstacle for studying at Japanese schools. Although Japanese language ability is a basic assumption for study at school, the language used in classes, textbooks, and so forth, will differ from the language one hears in everyday life. Besides feeling disoriented due to factors such as lifestyle environment changes, as well as culture and customs differences, language problems can become a psychological burden on children and may have a large impact on their individual character. If you feel support is needed for their Japanese language learning, consult first with the school.

# List of Akita Prefecture Boards of Education

Information current as of April 1st, 2024

Board of Education Name	Phone Number	Fax Number
Akita Prefectural Board of Education	018-860-5111	018-860-5851
Akita City Board of Education	018-888-5803	018-888-5804
Noshiro City Board of Education	0185-73-2757	0185-73-6459
Yokote City Board of Education	0182-32-2402	0182-32-4034
Odate City Board of Education	0186-43-7111	0186-54-6100
Oga City Board of Education	0185-24-9100	0185-24-9156
Yuzawa City Board of Education	0183-73-2161	0183-72-8515
Kazuno City Board of Education	0186-30-0290	0186-30-1140
Yurihonjo City Board of Education	0184-32-1306	0184-33-3381
Katagami City Board of Education	018-853-5361	018-853-5277
Daisen City Board of Education	0187-63-1111	0187-63-7131
Kitaakita City Board of Education	0186-62-6616	0186-63-2678
Nikaho City Board of Education	0184-38-2259	0184-38-2252
Semboku City Board of Education	0187-43-3381	0187-47-2244
Kosaka Town Board of Education	0186-29-2342	0186-29-4436
Kamikoani Village Board of Education	0186-60-9000	0186-77-3223
Fujisato Town Board of Education	0185-79-1327	0185-79-2227
Mitane Town Board of Education	0185-87-2115	0185-87-3052
Happo Town Board of Education	0185-77-2816	0185-77-3230
Gojome Town Board of Education	018-852-5372	018-852-5370
Hachirogata Town Board of Education	018-875-5812	018-875-5950
Ikawa Town Board of Education	018-874-4424	018-874-2924
Ogata Village Board of Education	0185-45-3240	0185-45-2661
Misato Town Board of Education	0187-84-4914	0187-85-3102
Ugo Town Board of Education	0183-62-2111	0183-62-3334
Higashinaruse Village Board of Education	0182-47-3415	0182-47-2119

## Q.28 Can I drive a car in Japan using a driver's license from my home country?

A.28 Depending on your home country, there are both cases where you can drive in Japan and cases where you cannot. For details ask the Driving License Center.

Akita Prefectural Police Headquarters Driver License Center (for exams)  
Telephone: **018-862-7570**



### More information

#### 《in case of changing a foreign country driver's license into a Japanese driver's license》

If you have obtained a foreign driver's license, and have stayed in that country for more than three months, and the license is still valid, you can apply to have it converted into a Japanese driver's license. Whether or not you can convert your foreign license is determined after a document review and a check of your knowledge and practical skills. First, call the driver's license center and make an appointment for the document review.

National Police Agency website:  
To those with foreign country driver's licenses



When applying, you will need a Japanese translation of your foreign driver's license issued by the embassy or consulate of the country that issued the foreign license, or by JAF.

※If you do not have a driver's license that allows you to drive in Japan, you will need to obtain one. Take the theory course and practical test at a Japanese "driving school" and then take the written test at a driver's license center. The written test is available in Japanese (with furigana) and 20 other languages.

For questions regarding the test at the license center, ask the Akita Prefectural Police Headquarters Driving License Center examiner (telephone: 018-862-7570).





### More information

#### 《regarding foreign language textbooks when obtaining a driver's license in Japan》

"RULES OF THE ROAD" (Published by JAF) is sold in English, Chinese, Spanish, and Portuguese. Exam questions are mostly taken from this textbook.

JAF Akita Branch Telephone : 018-864-8492

## Q. 29 If I get into a traffic accident, what are the first things I should do?

- A. 29 ①Check if the place you are in is safe, and make sure there are no other dangers.
- ②Check if you or the people you got into an accident with have any injuries. If you have a large injury that prevents you from going to the hospital by yourself, immediately call an ambulance (telephone: 119).
- ③Call the police (telephone: 110). After the police confirm the situation of the accident, you will be able to receive a traffic accident certificate. You will need this certificate in order to receive any insurance money.
- ④Teach the people you got into an accident with your contact information, and make certain to ask for their contact information. If you are enrolled in automobile, bicycle, or similar insurance, don't forget to contact the insurance company as well.



### For those who wish to know more details

#### 《Regarding traffic accident certificates and traffic accident consultation》

The Japan Safe Driving Center issues traffic accident certificates. If you are enrolled with an insurance company, that company will do the paperwork for you to receive the traffic accident certificate. In the case you will do the paperwork yourself, you have several options including getting an application form at a nearby police station, or applying on the internet or at the office counter of the Japan Safe Driving Center.

Furthermore, there is also a traffic accident consultation counter where specialists can answer questions about matters such as insurance claims paperwork, consultations related to accidents caused by children, and so on. Do not judge by yourself, and don't accept without question the opinions of others. Instead, if there is anything you want to know, consult with a professional.

Japan Safe Driving Center



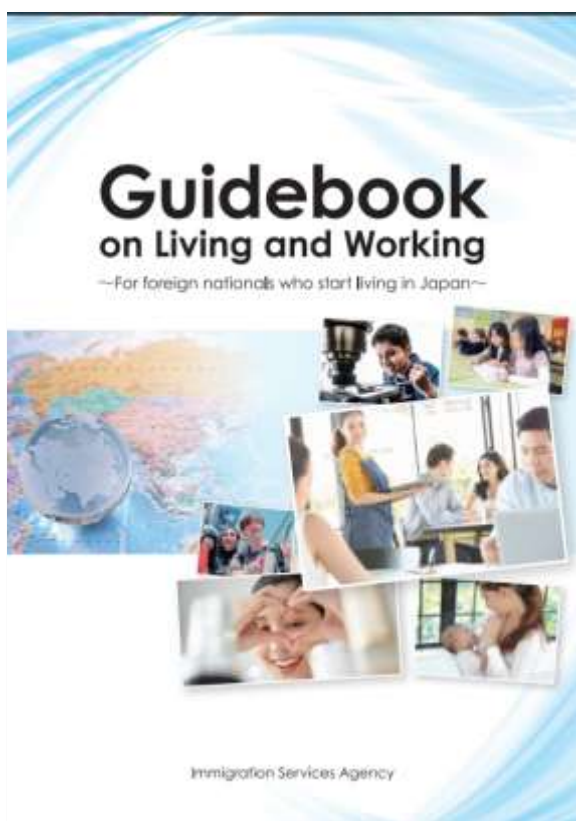
Akita Prefectural Life Center Traffic Accident Consultation Desk

Telephone : **018-836-7804**

**Q.3 0 I want to learn more about living in Japan, but reading Japanese is hard. Is it possible to learn about life in Japan in my home country's language?**

**A.3 0 Read the guidebook created by the Immigration Services Agency of Japan. It is called the Guidebook on Living and Working: For Foreign Nationals Who Start Living in Japan. Inside, there are all sorts of things necessary for daily life in Japan written in the languages of various countries, as well as in easy to understand Japanese.**

Portal site for supporting foreign residents' lives  
Living and Working Guidebook



Languages	
English	Burmese
Chinese	Khmer
Korean	Filipino
Spanish	Mongolian
Portuguese	Turkish
Vietnamese	Ukrainian
Nepalese	Russian
Thai	French
Indonesian	

### **Q.3 1 I am looking for someone who will translate or interpret for me. Where can I be introduced to such people?**

**A.3 1** The Akita International Association (AIA) can introduce people who can translate, interpret, and provide other services.

First, contact the AIA with the time, place, and contents of your request. There is a fee for these services.

Akita International Association (AIA)

Telephone : **018-893-5499**

For those who want to request for an AIA community supporter



### **Q.3 2 I have received a My Number. At what sorts of times is this used?**

**A.3 2** Every resident of Japan has a 12 digit personalized My Number. It is used for various procedures, including pension, taxes, and medical care. Even as a foreign national, if you have a certification of residence in Japan, you will have a My Number issued to you.

Various information about you can be learned through this number. It is a very important number, and if it is not clear what someone needs it for, you should not teach it to someone else. The card with your My Number written on it is also precious, so do not lose it.

- My Number General Site

You can read explanations about the My Number Card  
in English, Chinese, Korean, Spanish, and Portuguese.





## Various procedures that can be done at city halls (public offices)

Various procedures are necessary for life in Japan. You can complete procedures listed in the table below at municipal government offices.

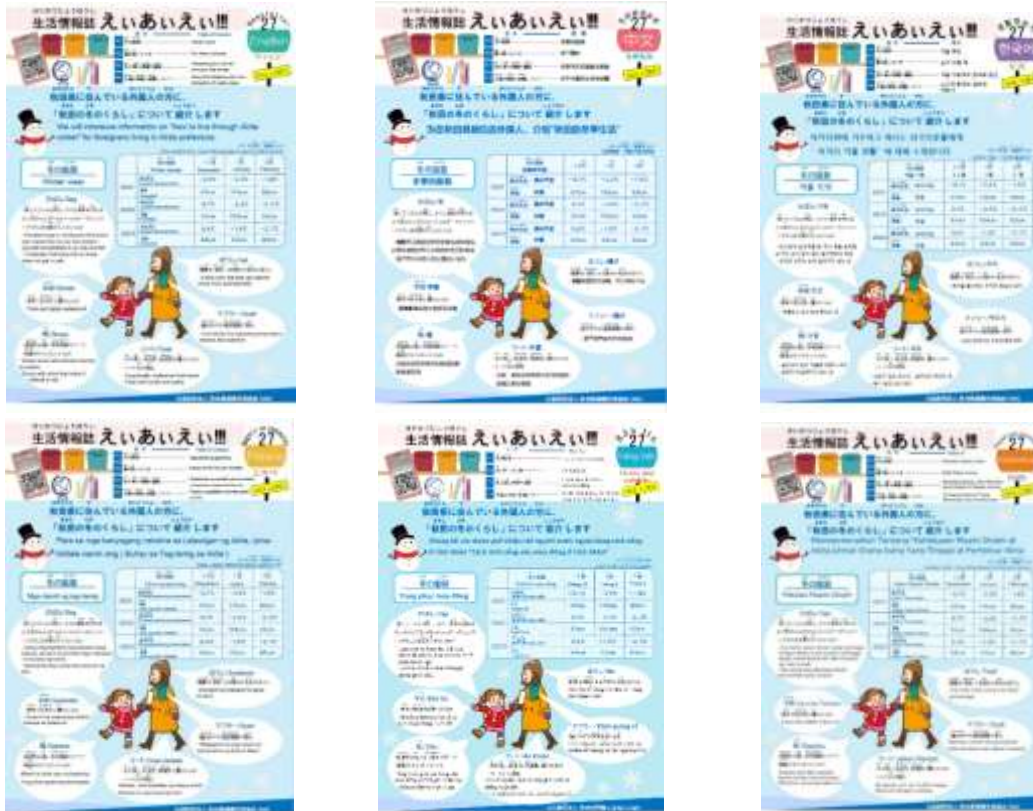
There are also places where you can seek consultation.

<b>Residency Registration</b> (informing the public office of your residency)	<b>Entering schools such as elementary or middle schools, or transferring in partway through the school year</b>	<b>Notification of Death</b> (informing the public office of a death, such as that of a family member)
<b>National Pension</b> (pension that everyone is enrolled in)	<b>Marriage/divorce notifications</b> (informing the public office of marriage or divorce)	<b>Procedures for enrolling in day-care</b>
<b>National Health Insurance</b> (public health insurance for those not working at a company)	<b>Notification of birth</b> (informing the public office of the birth of a child)	<b>Various other types of consultation</b>

# Lifestyle Information Magazine AIA!!!

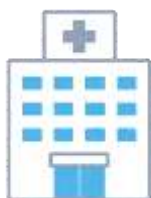
AIA!!! provides useful information for living in Japan, with a different theme each volume. You can also view it from the AIA homepage. There are English, Chinese, Korean, and Tagalog versions of AIA!!!

Some are also available in Vietnamese, Indonesian, and Nepalese.



©For example, there are AIA!!! issues about the following topics

About winter living in Akita	About vaccinations for children and adults
About preparing for potential emergencies regarding bicycle and car accidents	About Japanese weddings, funerals, and other ceremonies
About resident registration and public pensions	About the Nursing Care Insurance System
About Domestic Violence (DV)	How to visit a medical institution



# Hospitals you can go to at night or on the weekends



Check for hospitals that are near your home. Before going to the hospital, call them and check if they are open during the time you are planning to go.

(The following table is current as of April, 2024)

Area	Name of the Hospital or Other Facility	Address	Telephone Number
Odate Kazuno	Kazuno Welfare Hospital	18 Aza-Mukaibatake, Hanawa, Kazuno City	0186(23)2111
	Akita Rosai Hospital	30 Aza-Shimotai, Karuizawa, Odate City	0186(52)3131
	Odate Municipal General Hospital	3-1 Yutakacho, Odate City	0186(42)5370
	Odate City Holiday and Nighttime Emergency Center	3-2 Yutakacho, Odate City	0186(45)0223
Kitaakita	Kitaakita Citizen's Hospital	16-29 Aza-Kamishimizusawa, Shimosugi, Kitaakita City	0186(62)7001
Noshiro Yamamoto	Noshiro Welfare Medical Center	Aza-Kamimaedachinai, Ochiai, Noshiro City	0185(52)3111
	Noshiro Yamamoto Medical Association Hospital	105-11 Aza-Shindensawa, Hiyama, Noshiro City	0185(58)3311
	Akita Hospital, Japan Community Health Care Organization	5-22 Midorimachi, Noshiro City	0185(52)3271
Akita Katagami Oga	Oga Minato Municipal Hospital	1-8-6 Aza-Kaigandori, Funakawaminatofunakawa, Oga City	0185(23)2221
	Fujiwara Memorial Hospital	47 Aza-Kamiegawa, Tenno, Katagami City	018(878)3131
	Akita University Hospital	44-2 Aza-Hasunuma, Hiromote, Akita City	018(834)1111
	Akita Cerebrospinal and Cardiovascular Center	6-10 Senshukubotamachi, Akita City	018(833)0115
	Akita City Hospital	4-30 Matsuokamachi, Kawamoto, Akita City	018(823)4171
	Akita Welfare Medical Center	1-1-1 Ijimanishibukuro, Akita City	018(880)3000
	Japanese Red Cross Akita Hospital	222-1 Aza-Nawahirosawa, Kamikitatesaruta, Akita City	018(829)5000



Area	Name of the Hospital or Other Facility	Address	Telephone Number
Akita Katagami Oga	Nakadori General Hospital	3-15 Misonomachi, Minamidori, Akita City	018(833)1122
Yurihonjo Nikaho	Yuri Associated General Hospital	38 Aza-Yago, Kawaguchi, Yurihonjo City	0184(27)1200
	Honjo Daiichi Hospital	110 Iwabuchishita, Yurihonjo City	0184(22)0111
	Sato Hospital	117-3 Kobitomachi, Yurihonjo City	0184(22)6555
Daisen Semboku	Kakunodate General Hospital	3 Iwase, Kakunodatemachi, Semboku City	0187(54)2111
	Omagari Welfare Medical Center	8-65 Omagaritorimachi, Daisen City	0187(63)2111
	Omagari Nakadori Hospital	6-4 Omagarikamisakaecho, Daisen City	0187(63)2131
Yokote	Yokote Municipal Hospital	5-31 Negishicho, Yokote City	0182(32)5001
	Hiraka General Hospital	3-1 Aza-Yatsukuchi, Maego, Yokote City	0182(32)5121
			(Exclusively for children's emergencies) 0182(32)5124
	Omorimunicipal Hospital	245-205 Aza-Sugouda, Omorimachi, Yokote City	0182(26)2141
Yuzawa Ogachi	Ogachi Central Hospital	25 Aza-Isamigaoka, Yamada, Yuzawa City	0183(73)5000
	Ugo Municipal Hospital	44-5 Aza-Odomichi, Nishimonai, Ugomachi, Ogachi District	0183(62)1111

# List of various consultation counters

Consultation counters with a ★ are available in foreign languages.

The others are only available in Japanese.

Consultation Topics	Consultation Counter Name	Phone Number	Available days and times
▶ Consultation in foreign languages (English, Chinese, Korean)	★Akita International Association (AIA)	<b>018-884-7050</b>	Thursday 13 : 00-17 : 00
▶ When you don't know who to contact		<b>018-893-5499</b>	Weekdays 9:00-17:45
▶ If you want to consult about a worry in a foreign language	★Yorisoi Hotline	<b>0120-279-338</b>	-
▶ If you want to consult about a heartfelt worry in English	★Furatto	(mail address) 1coin.furatto@gmail.com	
▶ Regarding status of residence	Sendai Regional Immigration Bureau, Akita Branch Office	<b>018-895-5221</b>	Weekdays 9 : 00-12 : 00 13 : 00-16 : 00
	★Foreign Residents General Information Center	<b>0570-013904</b>	Weekdays 8:30-17:15
▶ Passport Renewal ▶ Bringing family/friends to Japan, etc.	★Embassies and Consulates within Japan	<b>See page 7</b>	-
▶ Domestic violence from spouses/partners	Domestic Violence Hotline Plus	<b>0120-279-889</b>	Everyday 24 hours
▶ Regarding compulsory education	Boards of Education for each municipality	<b>See page 33</b>	—
▶ Regarding advancing to High School	Akita Prefectural Bureau of Education, Senior High School Education Division	<b>018-860-5161</b>	—
▶ Searching for work	Hello Work in each region	<b>See page 23</b>	—
▶ Suddenly laid off	Labor Standards Inspection Offices in each region	<b>See page 27</b>	—
▶ Unpaid wages			

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