

# **Hakodate Living Guide for Foreign Residents 2024**



Hakodate City

# Contents

Welcome to Hakodate .....	1
Consultation.....	1
Resident Registration .....	3
Social Insurance Pensions .....	8
Tax .....	9
Renting an Apartment .....	10
Lifeline.....	11
Neighbourhood Councils .....	12
Waste Disposal .....	12
Learning Japanese.....	16
Child Rearing .....	16
Day Nursery, Kindergarten, Registered Childcare Centers and School.....	19
Libraries.....	20
Community Centers .....	20
Transportation.....	21
Health .....	23
Medical Centers Which Can Provide Assistance in Foreign Languages .....	24
Help Desk.....	25
Dealing with Emergencies .....	25
International Exchange Groups.....	28

# Welcome to Hakodate

Welcome to Hakodate, an international tourism city

The purpose of this guidebook is to provide information necessary for foreigners living in Hakodate.

If you have any problems or questions, please contact the Hakodate City Consultation Desk for Foreign Residents (Tel. 0138-86-6065).

This guidebook is accompanied by an orientation video - please have a look.  
<https://www.city.hakodate.hokkaido.jp/docs/2020042200037/>

## Hakodate Overview

Hakodate is a city full of attractions such as rich nature, hot springs, historical cityscapes, valuable cultural heritage, and delicious food.

According to surveys conducted by a private thinktank, Hakodate is frequently considered the most attractive of all Japanese cities, towns and villages.

## Foreign Residents in Hakodate

On 1 January 2024 there were 1,621 foreign residents from various countries living in Hakodate. Hakodate City holds events to promote exchanges between foreign and Japanese residents - please join in!

Information about these and other events is at <https://www.hif.or.jp>

## Hakodate Event Information

Hakodate is blessed with four distinct seasons, and a variety of events are held in each of them. Examples include the cherry blossoms in Goryokaku Park (spring), the Hakodate Port Festival (summer), Hakodate MOMI-G Festa (autumn leaves) and the Hakodate Christmas Fantasy. There are many other local events that are unique to Hakodate. For more information:

<https://event.hakobura.jp>

# Consultation

## ◆ Foreign Residents' Assistance Desk

City Hall provides information and consultation on life in Hakodate for foreigners and their Japanese supporters. Please visit or make contact by telephone, mail, e-mail or SNS.

## Hakodate Consultation Center for Foreign Residents

Consultants speak Japanese, Chinese and English. By using video phone and translation services, they can also provide consultation in the following languages:

한국/ภาษาไทย/Tiếngviệtnam/OrangIndonesia/Tagalog/नेपाली/Português/Espanol/Lefrançais/Deutsch/Italiano/русский/Melayu/မြန်မာ/ខ្មែរ/Mонгол/Ukrainian

14-1 Motomachi, Hakodate

TEL 0138-86-6065

E-mail: [hakodatelife@hif.or.jp](mailto:hakodatelife@hif.or.jp)

Mon-Fri 9:00-17:00 (Closed on national holidays and 12/29-1/3)

## Hakodate City

International & Intercity Affairs Section, Planning Department

4-13 Shinonome-cho, Hakodate (City Hall 6F)

TEL 0138-21-3619

E-mail: [hkd-intl@city.hakodate.hokkaido.jp](mailto:hkd-intl@city.hakodate.hokkaido.jp)

Mon-Fri 8:45-17:30 (Closed on national holidays and 12/29-1/3)



WeChat ID



Facebook

◆ **Hakodate Job Seekers' Consultation Desk**

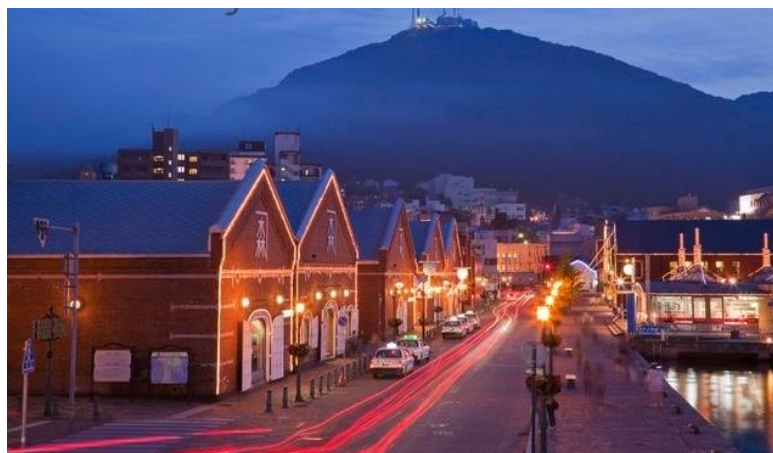
Employment consultation and job placement  
 4-13 Shinonome-cho, Hakodate (City Hall 1F)  
 TEL 0138-21-3115  
 Mon-Fri 8:45-17:15 (Closed on national holidays and 12/29-1/3)

◆ **Hakodate Labour Consultation Desk** (Hakodate Labour Standards Inspection Office)

Consultation on troubles at the workplace  
 25-18 Shinkawa-cho, Hakodate (Hakodate Consolidated Municipal Government Offices Building)  
 TEL 0138-87-7600  
 Mon-Fri 8:30-17:15  
 (Closed on national holidays and 12/29-1/3)

◆ **Advisory Desk for Foreign Workers** (Hakodate Labour Standards Inspection Office)

Consultation on troubles at the workplace (in Chinese)  
 25-18 Shinkawa-cho, Hakodate (Hakodate Consolidated Municipal Government Offices Building)  
 TEL 0138-87-7605  
 Every Tuesday 9:00-16:30 (Closed on national holidays and 12/29-1/3)



◆ **Foreign Worker Hotline**

Explanation of labour laws and regulations, and referral to relevant organizations

Language	Day <sup>*1</sup>	Time	TEL <sup>*2</sup>
English	Mon-Fri	10:00-12:00	0570-001-701
Chinese			0570-001-702
Portuguese			0570-001-703
Spanish			0570-001-704
Tagalog			0570-001-705
Vietnamese			0507-001-706
Burmese	Mon		0570-001-707
Nepalese	Mon-Thu	and 13:00-15:00	0570-001-708
Korean	Thu- Fri		0570-001-709
Thai	Wed		0570-001-711
Indonesian	Wed		0570-001-715
Cambodian	Wed		0570-001-716
Mongolian	Fri		0570-001-718

\*1 Closed on national holidays and 12/29-1/3

\*2 Telephone charges apply

### ◆ Hello Work Hakodate

Employment consultation and job placement

26-6 Shinkawa-cho, Hakodate

(Branch of Hakodate Consolidated Municipal Government Offices Building)

TEL 0138-26-0735

Mon-Fri 8:30-17:15 (except national holidays and 12/29-1/3)

### ◆ Civic Life Counseling Section

Counseling on personal debt problems and special counseling with legal experts

4-13 Shinonome-cho, Hakodate (City Hall 1F)

- Consultation regarding personal debt  
TEL 0138-21-3160  
Hours: 8:45-17:30 from Mon-Fri (except national holidays and 12/29-1/3)
- Consultation with a legal specialist  
TEL 0138-21-3136  
Hours: 8:45-17:30 from Mon-Fri (except national holidays and 12/29-1/3)  
An appointment is required.

The appointment day depends on the nature of the consultation.

### ◆ Hakodate Consumer Affairs Centre

Consultation on consumer affairs

9:00-16:00 Mon-Fri (except national holidays and 12/29-1/3)

1-26-8, Mihara (Kameda Shisho 1F)

TEL 0138-83-7441

FAX 0138-84-5524

### ◆ Hakodate Minami Hokkaido Education Center

3-38-38 Yunokawa, Hakodate

TEL 0138-57-8251

Consultation on children's education:

Mon-Fri 13:00-17:30 (face-to-face consultation)

Mon-Fri 8:45-17:30 (telephone consultation)

(Closed on national holidays)

### ◆ Hakodate Domestic Violence Counselling and Support Center

Consultation for domestic violence (DV).

Counselling times: Mon-Fri 8:45-17:30 (except national holidays and 12/29-1/3)

Children and Future Department, Childrearing Section

4-13 Shinonome-cho, Hakodate (City Hall 2F),

TEL 0138-21-3010

Kameda Welfare Centre

1-26-8 Mihara, Hakodate

TEL 0138-86-7100

For consultation on DV, the following website also provides information:

<https://www.city.hakodate.hokkaido.jp/docs/2014012400480/>



# Resident Registration



## ◆ Moving-in Notification

When you (a foreign national with permission to stay more than 3 months) move to Hakodate, you need to register at City Hall within 14 days. The following documents must be submitted:

### If you have moved from overseas

- Passport
- Residence card (or a passport in which the Immigration Bureau has written "A residence card will be issued later") and a special permanent resident certificate

### If you have moved from within Japan

- Certificate of change of address issued by the City Hall of your prior residence
- Residence card and special permanent resident certificate
- Your "My Number" card (only if you or a family member in your household has one).
- Basic resident registration card (only if you or a family member in your household has one)



## ◆ Notice of Change of Address

When you (a foreign resident) change your address within Hakodate, you need to submit a notice of change of address within 14 days of settling into your new residence. The following documents are necessary:

- Residence card and one of the following:
  - special permanent resident certificate
  - Your "My Number" card (if you or a family member in your household has one).
  - Basic resident registration card (if you or a family member in your household has one)

## ◆ Moving-out Notification

When you (a foreign resident) move out of Hakodate, you need to notify City Hall beforehand. The following are necessary:

- Some valid identification, such as a residence card, special permanent residence certificate, driver's license or passport
- Your "My Number" card (if you and your household have one).
- Basic resident registration card (if you or a family member in your household has one)

If moving to another municipality in Japan, a moving-out certificate is issued. This must be submitted to your new City Hall within 14 days of arrival.

## ◆ Notification of change of relationship to the householder

If you (a foreign national) marry or divorce outside the Japanese system, and if that results in a change in the relationship to the householder on the Resident Record, you must notify City Hall within 14 days of the change. Please make an advance inquiry regarding supporting documentation, since these vary with nationality, etc.

- For residence registration done by an agent, they must bring a proxy and identification in addition to the above documents.
- If you don't supply your residence card at moving in/out notifications, it is necessary to do "notification of resident place" within 14 days of your first day at the new place based on immigration and other laws.
- If you register yourself, you may be required to identify, with an official document, the relationship between yourself and the head of your household. Without official proof of this relationship, you may be registered as a 'cohabitant' or 'relative'.

### What is an official document proving relationships?

If you have submitted a marriage notification or a birth notification in Japan:

A certificate of acceptance of these notifications if issued by a municipal office outside Hakodate.

If you have not submitted a marriage notification or a birth notification:

An official document issued by the public office of your country which identifies your relationship. If the document is not written in Japanese, attach a Japanese translation with the signature of the translator.

## ◆ Issue of a copy of the Resident Record (Juminhyou)

The Resident Record is a document to notarize details about the residence of a resident. Following the notification of resident register, residence information will be recorded on the Resident Record.

To request a copy\* of the Resident Record, fill in your address in Hakodate, name, date of birth and the name of the head of your household on a request form provided in City Hall. When you submit the form you will need to present your residence card, special permanent resident certificate, driver's license, "My Number" card, passport or an insurance identification certificate.

Copies of the Resident Record of Hakodate have two types:

- Copy of the Resident Record with all the members of the household included.
- Copy of the Resident Record with only one of the members of the household included.

Regardless of which type you request, you also need to decide whether the following items should be included or not:

- Your relationship to the head of household and their name
- Your permanent domicile and the name of the head of your family register (only in the case that Japanese persons are included in your household, and you are requesting a copy of the Resident Record with one of the Japanese persons included.)
- Division 45 of Article 30 of the Residential Basic Book Act (an indication of a medium-to-long term foreign resident, a special permanent resident, a person who may continue to stay transitionally in Japan, or others)
- Nationality / region
- Date of expiration of stay, period of stay, and status of residence
- Number of residence card, etc.
- History of nicknames (if applicable)

You should confirm the necessary type and the above items.

The issuance of a copy of the Resident Record costs 300 yen per copy, regardless of the type or items included.

## ◆ "My Number" card

### For those who wish to apply:

If you plan to apply for an extension to your period of stay or for a change in your status of residence in the near future, please delay your My Number application until these procedures have been completed.

### For current cardholders:

You are required to update it when you receive an extension to your period of stay.

### For more information about the "My Number" card, refer to the following website:

<https://www.kojinbango-card.go.jp/>



\*Information in English, Chinese, Korean, Spanish, and Portuguese.

## Free telephone support

For inquiries about the "My Number" system: TEL 0120-0178-26

Languages supported: English, Chinese, Korean, Spanish, Portuguese, Thai, Nepali, Indonesian, Vietnamese and Tagalog.

9:30 - 20:00 Weekdays

9:30 - 17:30 Weekends and national holidays (except 12/29-1/3)

For inquiries about the "My Number" card: TEL 0120-0178-27  
English, Chinese, Korean, Spanish and Portuguese: 24 hours  
Thai, Nepalese, Indonesian: 9:00 - 18:00  
Vietnamese, Tagalog: 10:00 - 17:00

\*TEL 0120-0178-27 at any time to temporarily suspend your card if it is lost or stolen

Free telephone support in Japanese:  
TEL 0120-95-0178

## ◆ Registration of a Birth

If you (a foreign resident) give birth in Japan, the birth notice must be submitted to City Hall within 14 days. A certificate of residence will then be issued to your child as a person who may continue to stay transitionally in Japan by birth. If you are on a tourist visa and your stay exceeds 60 days, you need to apply for Residence status within 30 days at the Immigration Bureau (Hakodate).

The following forms are required:

- Child's birth certificate
- Your residence card
- Your tax forms
- Proof of employment
- Your passport (If you don't have a passport you should submit a form explaining why)

\*Please contact the Immigration Bureau in Hakodate if you have any queries.

In addition, the birth notice needs to be submitted to your country's embassy or consulate.

## ◆ Death Notification

The death of a foreign resident needs to be reported to City Hall by the deceased's family or cohabitant within 7 days. Also, notification of the death needs to be submitted to the embassy or consulate of the deceased's country.

## ◆ Notification of marriage or divorce

- Arranging marriage or divorce in Japan:  
When the marriage or divorce of foreign national residents is arranged within the Japanese system, notification must be made at the local municipal office's family registry counter. Please confirm in advance which supporting documents are required since these vary with nationality, age, etc.
- Having arranged a marriage or divorce in a foreign country:  
When the marriage or divorce of foreign national residents is arranged outside the Japanese system, notification of the marriage or divorce to City Hall is not required. However, if one member of the couple is Japanese, the Japanese person must notify City Hall of the event. Please confirm in advance which supporting documents are required.

## Inquiries about Resident Registration

4-13 Shinonome-cho, Hakodate (City Hall 1F)  
TEL 0138-21-3173

## Inquiries about getting copies of Resident Records and "My Number" cards (including at convenience stores):

4-13 Shinonome-cho, Hakodate (City Hall 1F)

Issuance of a copy of your Certificate of Residence and delivery service at convenience stores

TEL 0138-21-3168

Issuance of your "My Number" card

TEL 0138-21-3745

## ◆ Hakodate Partnership Oath System

This is a system in which two people, one or both of whom are sexual minorities, pledge that they



are partners in life and that they have a committed relationship (partnership) in which they mutually cooperate with each other in a responsible manner.  
In this situation, the city will issue a "Certificate of Receipt of Partnership Oath" or similar document.

Requirements to take the oath:

- (1) Must be at least 18 years old
- (2) At least one member must be a Hakodate resident (or plans to move here in the next 3 months)
- (3) Neither member has a spouse (including de facto marriage)
- (4) Neither member is in a partnership with anyone other than the person with whom they are taking the oath.
- (5) The relationship between the two persons is not that of close relatives (excluding adopted children).

### **Inquiries about the program**

<https://www.city.hakodate.hokkaido.jp/docs/2022030800205/>



### **Inquiries about the Partnership Oath System**

Gender Equality Section, Citizen and Gender Equality Division  
4-13 Shinonome-cho, Hakodate (City Hall 4F)  
TEL 0138-21-3470

### **◆ Returning your Residence Card**

If you leave Japan without intending to return as a resident, your Residence Card must be handed in at the port of departure. This does not apply if you have a re-entry permit.

If a foreign resident passes away, their Residence Card must be returned to the Immigration Office within 14 days of their passing (or of the card being found after their death).

### **◆ Extension of period of stay, acquisition of status of residence, qualifying residence Card, Japan Re-entry Permit, etc.**

Please inquire at:

Hakodate Port Branch Office, Sapporo Immigration Bureau  
5F, Hakodate Port Joint Government Bldg., 24-4 Kaigan-cho, Hakodate  
TEL 0138-41-6922

### **For inquiries about the residence management system:**

Immigration Department's Residence Information Center (weekdays 8:30 - 17:15)  
TEL 0570-01-3904

# Social Insurance Pensions

Under the universal coverage system, all residents in Japan must obtain public medical insurance and join a public pension plan.

## **National Health Insurance and Pension Plan Section, Citizens Affairs Department:**

4-13 Shinonome-cho, Hakodate (City Hall 1F)

For inquiries and information on:

National Health Insurance TEL 0138-21-3150

Elderly Health Insurance TEL 0138-21-3184

National Pension Plan TEL 0138-21-3159

### (1) Medical Insurance

There are three types of medical insurance plans in Japan: Social Insurance for full-time employees, National Health Insurance for others, and a recently developed system for those over 75 years old. All residents, irrespective of nationality, should contribute to one of these plans even if they hold private health insurance.

If you receive medical treatment without medical insurance, you must pay the fee in full. Medical insurance covers 70% to 90% of the fee. Dental treatment is also covered. Simply present your insurance card (or your "My Number" card if it is registered as an insurance card) when you receive medical treatment.

Social Insurance premiums are based on your income and are automatically withheld from your salary. National Health Insurance premiums are based on your (or your household's) income the previous year and your family's make-up. For information regarding the application process, inquire at your workplace. For information on National Health Insurance, contact the National Health Insurance and Pension Plan Section at City Hall.

Late-stage medical insurance premiums for the elderly are determined by the previous year's income of the insured person and the head of the household, and are paid by the insured person. For enrollment procedures, please contact your company (Social Insurance), or the National Health Insurance and Pension Division or branch offices (National Health Insurance). For the Late-Stage Senior Citizen's Health Care System, no enrollment procedures are required. However, persons aged 65-74 with certain disabilities are required to apply for membership. For details, contact the National Health Insurance and Pension Division or any branch office.

For information about Elderly Health Insurance, refer to the following homepage (English):

<https://www.mhlw.go.jp/english/policy/health-medical/health-insurance/index.html>



### (2) Pensions

All residents between the ages of 20 and 59 must contribute to the National Pension System irrespective of nationality. Enrollment is accepted at City Hall.

If you are covered by the Welfare Pension System at your workplace, it is not necessary to join the National Pension Plan.

A social security agreement may also remove the obligation to join the National Pension Plan. Your monthly contribution to the Welfare Pension is based on your current income and automatically deducted from your salary. The National Pension has a fixed rate and the payment has to be made by the insurer.

If you have satisfied all the requirements, the pension can be received at the age of 65. They also provide a disability pension or a survivor's pension if you have unexpected incidents causing financial difficulties.

People who have paid in for six months or more and leave Japan are eligible to receive a lump-sum withdrawal refund.

An exemption may apply to those who cannot pay for the National Pension System depending on their income. Also, exemptions for students and those who are receiving social welfare are available. Applications can be made at City Hall or the Pension Office.

**For details, please check the Japan Pension Service Office's English homepage:**



# Tax

Japanese taxes consist of national income tax, residence taxes imposed by the prefecture and the city, and others such as consumption tax and automobile tax. All people in Japan must pay the relevant taxes, regardless of their nationality.

## (1) Income Tax

Income tax is imposed on income earned from January to December every year. For salaried workers, it is deducted from their monthly salaries. Tax rates and taxable ranges vary according to residence type, as well as the amount and type of income. The tax rate for non-residents (those who have lived in Japan for less than a year) is 20.42% (Income tax, plus a Special Recovery levy imposed after the 2011 earthquake and tsunami). However, circumstances differ per individual, and some people may be regarded as residents even though they have been living in Japan for less than a year. Special conditions may apply for citizens of countries which have concluded tax treaties with Japan.

Business owners may also be required to file an income tax return and pay income tax.

For details, contact your employer or the tax office.

Hakodate Tax Office

37-1 Nakajima-cho, Hakodate

TEL 0138-31-3171 (automated system, in Japanese)

<http://www.nta.go.jp/english/index.htm> (English)



## (2) Resident Tax (City tax · Prefectural tax)

Resident tax is based on the previous year's income, and calculated by City Hall. Resident taxes for salaried workers are directly deducted from their monthly salaries. Others should pay their taxes individually. Special conditions may apply for countries which have concluded tax treaties with Japan. For details, inquire with your employer or the Finance Department of City Hall.

Resident Tax Section, Revenue Office, Finance Department

4-13 Shinonome-cho, Hakodate (City Hall 2F)

TEL 0138-21-3213

## (3) Consumption tax

A consumption tax of 10% is levied on most goods and services in Japan. Food, excluding alcohol and food that is eaten at restaurants etc., is taxed at 8%. The indicated prices of goods and services usually include the consumption tax.

税込 means inclusive of tax.

税別 and 税抜き mean exclusive of tax.

In addition, those who run a business may need to pay consumption tax with their final tax return. For details, contact the tax office.

Hakodate Tax Office

37-1 Nakajima-cho, Hakodate City

TEL 0138-31-3171 (automated system, in Japanese)

## (4) Automobile tax and 'kei car' tax:

This tax is imposed on automobile owners. There are two kinds: one which applies to 'normal' automobiles and one which applies to light ('kei') automobiles.

### **Inquiries about 'normal' automobile tax:**

Automobile Tax Department, Sapporo Prefectural Tax Office  
(queries about taxation and change of address)  
Kita 22-jo, Nishi 2-chome, Kita-ku, Sapporo  
TEL 011-746-1190 (tax)  
TEL 011-746-1197 (change of address)

Tax Payment Section, Regional Promotion Department, Oshima Subprefectural Bureau  
Mihara 4-6-16, Hakodate  
TEL 0138-47-9448

**Inquiries about 'kei' automobile tax:**

Residents Tax Section, Revenue Office,  
Finance Department  
4-13 Shinonome-cho (City Hall 2F)  
TEL 0138-21-3207



## Renting an Apartment

When renting private rental housing, contact a real-estate agent. It is a good idea to decide your preferences in advance. It is possible that you will need to have five to six months' rent ready when signing a lease contract.

### ◆ How to find/rent accommodation

#### (1) How to find

You can begin by looking at property ads posted at the front of real estate agents, in magazines or online. This can give you a feel for what is available in the area you want, and how much it costs.

Then, go to a real estate agency (fudosan-ya) in the area you want to live in. They will show you a list of available properties based on your preferences (size, rent and so on). If you are an exchange student, you can also consult with the student affairs office at your university.

#### (2) How to rent

When renting a house or apartment, you sign a lease contract called chintai keiyaku (賃貸契約). The contract period is usually two years.

# Lifeline

## (1) Electricity

Power voltage in Eastern Japan is 100V AC / 50Hz, and 100V AC / 60Hz in Western Japan. Almost all modern appliances are compatible with both systems.

From April 2016 the retail electricity market was liberalised and you now have many choices.

Hokkaido Electric Power Co., Inc.

25-15 Chitose-cho, Hakodate

<http://www.hepco.co.jp/english/index.html> (English)



**For fees and contracts:** Hokuden Contract Center  
TEL 0120-12-6565

**For repairs:** Hakodate Branch Office  
TEL 0138-22-4112



## (2) Water and sewage

The City Waterworks Bureau provides water and sewerage services in Hakodate. The tap water is drinkable.

Hakodate City Website 「Water Supply and Sanitation · hot springs · baths」

<https://www.city.hakodate.hokkaido.jp/bunya/jougesuido/>



### **Inquiries about fees and contracts:**

- Hakodate Water Customer Centre (run by Dai Ichi Kankyou Kabushiki Gaisha)  
Hakodate City Enterprise Department  
5-14 Suehiro-cho, Hakodate  
TEL 0138-27-8731
- Hakodate Water Customer Center Eastern Branch (run by Dai Ichi Kankyou Kabushiki Gaisha)  
156-1 Shinhama-cho, Hakodate (Todohokke Branch of Hakodate City Hall)  
TEL 0138-86-3533

- Frozen water pipes and other problems

Water pipes can freeze in winter in Hakodate; even indoor water pipes supplying instantaneous water heaters, boilers, toilets, showers, etc. To prevent this from happening, be aware of the minimum temperature and make a practice of draining water from pipes every night or during long absences.

To drain water from water pipes, turn the tap on fully, and close the water supply valves while the water is running. To drain water from water heaters, boilers, etc., do not forget to discharge water from the drain valve after closing the water supply valve.

If your pipes freeze, call a city-designated waterworks repair shop, or the Waterworks Repair Center at 0138-83-2661 (819-6 Nishi Kikyo-cho, Hakodate) and ask for a referral to a nearby repair shop.

- Clogged drainpipes (toilet, kitchen, bathroom, etc.)

If pipes from flush toilets, kitchens, baths, etc. become blocked, contact the owner of the building or the Sewerage Management Center at 0138-31-7211 (10-22 Kanabori-cho, Hakodate). Depending on the cause of the blockage and its location, a fee may be charged. If the blockage is clearly located on your premises, contact a drainage contractor designated by the Hakodate City Office of Public Enterprises and pay for the work yourself.

A list of city-designated repair shops is on Hakodate-City's web page:

<https://www.city.hakodate.hokkaido.jp/docs/2014021200231/>





### (3) Gas

There are two types of gas provided for household use; city gas (natural gas) and LP gas (propane). Hokkaido Gas, (*Kita Gasu*), provides city gas and LP gas vendors provide LP gas. Make sure that your appliances are compatible with the type of gas that is used in your residence. Using incompatible gas in your appliances is dangerous.

#### **Inquiries about city gas:**

Hokkaido Gas Co., Ltd.

8-1 Bandai-cho, Hakodate

TEL 0138-41-3175

<https://www.hokkaido-gas.co.jp/english/>



\*For your nearest LP gas vendors, please ask your neighbors or your landlord.

## Neighbourhood Councils

Japan has a system of town and community councils in which residents do various activities together in order to promote a safe and comfortable living environment. For example, they circulate folders which contain information from the local government (a kairanban 回覧板), maintain street lighting, conduct safety patrols, hold festivals and other events, and organise litter collection days. These activities are funded by money contributed by the residents.

If you join your local community council (chonaikai 町内会) you can

- quickly get information about aspects of daily life in your neighbourhood,
- connect with your neighbours by participating in activities, and
- more easily support each other if there is an emergency or natural disaster.

Membership is voluntary. To join, visit your local community council or apply at Hakodate City's homepage.

<https://www.city.hakodate.hokkaido.jp/inquiry-chokai/46/>

Even if you don't speak much Japanese it is a meaningful way to connect with your neighbours.

Hakodate City residents section

4-13 Shinonome-cho, Hakodate (City Hall 4F)

TEL 0138-21-3139

FAX 0138-23-7173

E-mail [shimin-sekatsu@city.hakodate.hokkaido.jp](mailto:shimin-sekatsu@city.hakodate.hokkaido.jp)

Hakodate City Neighbour Council Union

33-6 Wakamatsu-cho, Hakodate (General Welfare Centre 3F)

TEL 0138-22-0180

FAX 0138-22-0185

E-mail [hakodateshi-choren@lime.plala.or.jp](mailto:hakodateshi-choren@lime.plala.or.jp)

Membership information:

<https://www.city.hakodate.hokkaido.jp/docs/2016012600037/>



## Waste Disposal

Household garbage is separated into six categories.

<Burnable>, <Unburnable>, <Plastic Packages & Containers>, and <Cans, Glass Bottles and PET Bottles> garbage must be put out on the designated day of collection in a city-designated garbage bag\*.

<Burnable> and <Unburnable> garbage must be put in a city-designated garbage bag\* or have a city-issued garbage disposal coupon\* attached to it. Because <Plastic Packages & Containers>



and <Cans, Glass Bottles and PET Bottles> are recycled, they are collected without charge. Given this, please be proactive in separating them. These can be put in a plastic shopping bag.

\* can be purchased at supermarkets and convenience stores

Check the collection schedule for your neighbourhood on the Garbage Calendar distributed by City Hall.

<Bulk Garbage> is collected by appointment. Please call the number below for the collection schedule and fees.

<Batteries> can be put into collection boxes at block association halls (choukaikan 町会館), branch offices of City Hall and other public facilities.

There are collection centres for unburnable waste (household electronic appliances including mercury-based lights) throughout the city. This is a free service.



Hakodate City Environment Department

Cleaning Section

26-2 Hinode-cho, Hakodate

Environment Promotion Section

1F Chateau Omori, 21-12 Omori-cho, Hakodate

[https://www.city.hakodate.hokkaido.jp/soshiki/kankyoh\\_dept/](https://www.city.hakodate.hokkaido.jp/soshiki/kankyoh_dept/)

### **Inquiries about garbage collection:**

Recycling Section

TEL 0138-51-0796



Garbage Calendar main page (in Japanese)

<https://www.city.hakodate.hokkaido.jp/docs/2014012100458/>

Garbage separation and disposal guides

<https://www.city.hakodate.hokkaido.jp/docs/2014011600737/>



Garbage disposal guide - Hakodate, Yunokawa area

[https://www.city.hakodate.hokkaido.jp/docs/2014011600737/files/hako\\_tebiki.pdf](https://www.city.hakodate.hokkaido.jp/docs/2014011600737/files/hako_tebiki.pdf)

Garbage disposal guide - Toi, Esan, Todohokke, Minami Kayabe

[https://www.city.hakodate.hokkaido.jp/docs/2014011600737/files/tebiki\\_4sisyo.pdf](https://www.city.hakodate.hokkaido.jp/docs/2014011600737/files/tebiki_4sisyo.pdf)



Household garbage separation guide

<https://www.city.hakodate.hokkaido.jp/docs/2014012100816/files/bunbetujiten.pdf>

Collection Calendar, Disposal Guide, Household Garbage Separation Dictionary, Smartphone application:

<https://www.city.hakodate.hokkaido.jp/docs/2020042100047/>

If you dispose of your garbage yourself:

<https://www.city.hakodate.hokkaido.jp/docs/2014011700772/>



### **<Bulk Garbage> collection**

Cleaning Operation Section

TEL 0138-51-5163



### **For enquiries regarding the recycling of small household electronic appliances, and fluorescent lighting, contact:**

Hakodate City Environment Department's Environment Promotion Section

TEL 0138-85-8236

<Recycling of small household electronic appliances>

<https://www.city.hakodate.hokkaido.jp/docs/2014082700015/>



<Disposal of mercury-based fluorescent lighting>

<https://www.city.hakodate.hokkaido.jp/docs/2018031200014/>

• Recycling logos








<Plastic Packages & Containers>



<Cans, Glass Bottles & PET bottles>

## Garbage collected by the city

Classification	Articles	Collection Schedule & Method
<p>&lt;Burnable&gt; Kitchen waste, paper*, wood, clothing, plastic (smaller than 50cm) * <b>Recycle</b> where possible - see explanation below.</p>	<p>Leftover food, tissue paper, paper cups, paper diapers, wooden pieces (&lt;50 x 10 cm), fallen leaves or branches, clothes, bedding, shoes, video tapes, CDs, DVDs, bowls, disposable lighters, etc.</p>	<p>Twice a week. See the garbage collection calendar for your neighbourhood. Purchase and use designated garbage bags (pink). Oversized garbage should have a garbage disposal coupon attached to it. (one per item)</p> 
<p>&lt;Unburnable&gt; Ceramics, glass plastic (&gt;50cm in length or diameter) Others</p>	<p>Trays, glasses, cups, plates, broken glass, plastic sleds, chests, kitchen knives, portable stoves, spray cans, cans smaller than 20 cm, vacuum cleaners etc. Ensure that cassette gas cylinders and spray cans are empty. Don't puncture them.</p>	<p>Once a fortnight. See the garbage collection calendar for your area. Purchase and use designated garbage bags (green). Oversized garbage should have a garbage disposal coupon attached to it. (one per item)</p> 
<p>&lt;Plastic Packages &amp; Containers&gt; Plastic containers, caps, plastic bags, wraps, trays, packages, containers aluminum-compound materials</p>	<p>Shampoo and detergent containers, bottle caps, confectionery and food bags, food trays, instant noodle containers, egg containers, instant curry packages, etc.</p> <p>Plastic items have this mark:</p> 	<p>Once a week. See the garbage calendar for your area.</p> <p>Please empty and clean containers. If they cannot be cleaned completely, put them out as burnable garbage.</p> <p>Put the items in a clear plastic bag or a supermarket shopping bag.</p>
<p>&lt;Cans, Glass Bottles &amp; PET bottles&gt;</p>	<p>Cans smaller than 20 cm, bottles, PET bottles.</p> <p>PET bottles have this mark:</p> 	<p>Once a fortnight. See the garbage collection calendar for your area. Rinse with water, remove cap and label. Dirty cans and bottles are "unburnable" garbage. Put the items in a clear plastic bag or a supermarket shopping bag.</p>
<p>&lt;Bulk Garbage&gt; Furniture oversized items</p>	<p>Desks, wardrobes, chests, cupboards, sofas bicycles, heaters with chimneys, etc.</p>	<p>Cleaning Operation Section TEL 0138 51-5163. Purchase a garbage disposal coupon, attach it to each item and put it out on the appointed day.</p>

		
<Batteries>	Manganese batteries, alkaline batteries	Collected at collection boxes placed at block association halls, branch offices of city hall or another public facility. (free of charge) *Rechargeable batteries and button batteries are collected at stores for free.



Designated garbage bags and stickers are available at supermarkets, convenience stores and other relevant shops.

## Recyclable materials collection

Newspapers, magazines, paper bags, boxes and trays, cardboard boxes, milk cartons etc are collected once a month by various organisations in the community. There are specific ways of preparing each of the items; see the website below.

Collection information:

<https://www.city.hakodate.hokkaido.jp/docs/2021120800033/>

Hakodate City Environment Department's Environment Promotion Section




TEL: 0138-85-8238



## Garbage not collected by the city

Hakodate City does not collect some types of garbage, such as the four main types of household appliances (air conditioners, televisions, refrigerators/freezers, and washing machines/clothes driers), as well as computers and their peripherals.

- Garbage not collected by the city:

Classification	Articles	Disposal Method
Electric appliances	Air conditioners, TVs, refrigerators, freezers, washing machines, clothes dryers	Call the Recycling Section for information. TEL 0138-51-0796
Computers and related appliances	Personal computers, printers and other appliances 	
Garbage in enormous quantity	Garbage at the time of moving out and general house cleaning	
Others	Fireproof safes, microwave ovens, pianos, metal barrels, kerosene tanks larger than 90 litres, etc. 	
Needles and other sharp objects	Injection needles for diabetes or other medical uses 	



# Learning Japanese

City Hall offers free Japanese language classes to all, regardless of nationality and age.

Courses:	Mondays	18:45 - 20:00	Beginner
		18:45 - 20:00	Elementary 1
Thursdays	9:45 - 11:00	11:15 - 12:30	Reading and writing
		11:15 - 12:30	Beginner
		11:15 - 12:30	Elementary 1
		18:45 - 20:00	Elementary 2
Sundays	10:30 - 11:45	18:45 - 20:00	Elementary 2
		10:30 - 11:45	Elementary 1

The above courses and times are tentative and may change depending on the number of applicants. Check the website for the latest information:

<https://www.city.hakodate.hokkaido.jp/docs/2014012300605/>



Each course has 33 lessons per year (May - March with a short summer and winter break).

Location: Seinen (Youth) Center  
27-5 Chiyogadai-cho, Hakodate

Inquiries (English/Japanese):

**Japanese Teaching Society – Hakodate**

TEL 090-2697-4630

E-mail: [keivivace@nifty.com](mailto:keivivace@nifty.com)

**Hokkaido International Foundation**

TEL 0138-22-0770 FAX 0138-22-0660

E-mail: [info@hif.or.jp](mailto:info@hif.or.jp)



**Free Japanese online courses:**

- JF Japanese E-learning Minato <https://minato.jf.jp>
- Connect and Enhance Your Life in Japanese <https://tsunagarujp.bunka.go.jp>



# Child Rearing

## (1) Childbirth, health checks, inoculation

• **Maternal and Child Health Handbooks**

Please submit a certificate of pregnancy issued by the maternity hospital. You will then receive two handbooks in which your and your baby's health information will be recorded. This will also entitle you to a subsidy on future diagnoses.

• **Health Checkup**

Hakodate city provides free health checkups for infants.

Eligibility: 4 months (i.e. between 4 and 5 months old)  
10 months (between 10 and 11 months old)  
1-and-a-half years (between 18 months and 23 months old)  
3 years old (until the child's 4<sup>th</sup> birthday)

Location: City Health Center 2F.  
23-1 Goryokaku-cho, Hakodate

- **Vaccinations**

Hakodate City provides routine vaccinations in accordance with the Immunization Law. In addition, a Vaccination Guidebook is mailed about a month after birth. For children who did not receive the booklet because they moved from another city, etc., the Maternal and Child Health Section will provide the necessary documents.

For more information:

<https://www.city.hakodate.hokkaido.jp/docs/2014012400794/>



**Questions regarding health checks & inoculations**

Child Future Bureau, Maternal and Child Health Section  
23-1 Goryokaku-cho, Hakodate (City Health Center 1F)  
TEL 0138-32-1533

## (2) Children's medical expense subsidy system

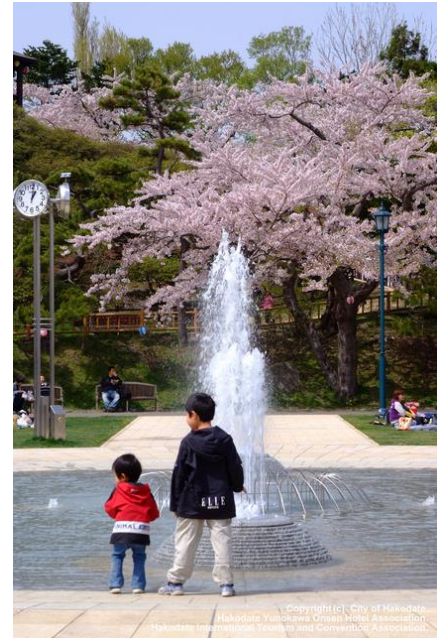
Hakodate City subsidises the cost of children's treatment at medical institutions. In order to receive a subsidy, you need to apply for a card.

### Application

1. A child is eligible for a subsidy until they graduate from senior high school (until the first 31st of March following their 18th birthday)
2. The subsidy is for hospitalisation (inpatient and outpatient care), medical treatment, home visits by nurses, and equipment expenses. Exceptions apply.
3. In order to apply, you need your health insurance card.

### For more information:

Child Medical Expenses Subsidy Section, Child Future Bureau  
4-13 Shinonome-cho, Hakodate (City Hall 2F)  
TEL 0138-21-3181



## (3) Child Allowance

When a foreigner who is registered as a resident has a child who also resides in Japan, they are qualified to receive a child allowance.

### Application

1. When a foreign resident has moved to Hakodate or gives birth here, they are asked to submit an application for certificate of child allowance within 15 days of the birth or move. The allowance will be paid from the following month. A seal (or a signature), the recipient's bankbook and their health insurance card are necessary. Those who have moved in from within Japan are required to show their "My Number" card or notification card.
2. Changes of address or name have to be reported within 15 days. For changes to bank accounts, a copy of the recipient's bankbook is necessary.
3. Changes in the number of registered children (by birth, death or change in residence status) have to be reported within 15 days.
4. Moving out of Hakodate or leaving Japan  
When a foreign resident moves out of Hakodate or leaves Japan, notice of discontinuation of the child allowance must be submitted prior to moving or departing.

### For more information:

Hakodate City Welfare Office, Parenting Support Section, Child Future Bureau  
4-13 Shinonome-cho, Hakodate (City Hall 2F)  
TEL 0138-21-3267



# Day Nursery, Kindergarten, Registered Childcare Centers and School

## (1) Day Nursery

Day nurseries (hoikuen) take care of children who have no guardians during the day. Day nurseries generally accept infants aged 57 days up to 6 years.

For information:

### **Hakodate Child Future Bureau Child Planning Section**

4-13 Shinonome-cho, Hakodate (City Hall 2F)  
TEL 0138-21-3270

### **Esan Office** (Tsutsuji nursery)

127 Hinohama-cho, Hakodate  
TEL 0138-85-2335

### **Minamikayabe Office** (Minamikayabe's authorised child centre)

1520 Kakkumi-cho, Hakodate  
TEL 0138-25-6045



Important information about applying for placement at a hoikuen:

<https://www.city.hakodate.hokkaido.jp/docs/2017051700061/>

## (2) Kindergartens and the kindergarten part of registered childcare centers

Kindergartens (Yochien) are for preschoolers from age 3. No restrictions are placed upon entrance. For applications, please contact them directly.

<https://www.city.hakodate.hokkaido.jp/docs/2016061500135/>

\*Registered childcare centres function as both day nurseries and kindergartens, so children can attend after they turn 3 regardless of the employment status of their parents.



## (3) Education

Basically, the Japanese education system consists of elementary school (6 years), junior high school (3 years), senior high school (3 years) and university (4 years). There are also integrated schools and special training institutions that offer elementary and junior high education, technical colleges, and junior colleges. Japanese children are required to attend elementary and junior high school, however foreign nationals are not. The academic year extends from April to the end of March.

### ① Elementary School, Junior High School and Compulsory Education Schools

The schools that students attend is determined by the area in which they live. Tuition and textbooks are free for municipal schools, but school lunch is not. If you have a child or children, the Hakodate Board of Education will contact you in order to start the enrollment process. There is also guidance to help foreign students adjust to school life. Contact the Hakodate Board of Education for information on enrollment in elementary, junior high and compulsory schools.

### **School Education Section, Board of Education**

4-13 Shinonome-cho, Hakodate (City Hall 5F)  
TEL 0138-21-3553

## School Education Section, Board of Health and School Lunch

4-13 Shinonome-cho, Hakodate (City Hall 5F)

TEL 0138-21-3546

### ② High School

Hakodate has 1 municipal, 6 prefectural and 8 private high schools. An entrance examination has to be taken for entering or transferring to high schools. Please contact them directly.

# Libraries

## How to get a library card

A library users card allows you to borrow from any library in Hakodate. When you apply for a card, some personal identification, showing your address in Hakodate, is necessary.



## Hakodate Central Library (Hakodate Chuo Toshokan)

It has more than 400,000 general books and more than 80,000 children's books in its collection and is the largest library in Hakodate. There are self-study spaces as well as training rooms. It is a library for children, school students and adults.

Details of services: book, magazine and CD lending. Picture story reading, movie etc. screening rooms.

Address: 26-1 Goryokaku-cho, Hakodate 040-0001

Access: By City Bus: alight at Chuo Toshokan Mae

By Streetcar: Goryokaku Koen Mae. It is a 15-minute walk.

Opening hours: 9:30 - 20:00

Closed every Wednesday, and the last Friday of the month

TEL: 0138-35-5500

## Suburban Libraries:

**Chitose, Minato, Yunokawa, Asahioka, Kikyo Book Delivery Center**

<https://www.city.hakodate.hokkaido.jp/docs/2022051000073/>



# Community Centers

## Hakodate Machi Tsukuri Center (Hakodate Community Design Center)

Provides tourist information, supports citizen exchanges and activities, NPOs etc, as well as providing general local information. The center also supports the Hakodate local scene and town development.

Address: 19-4 Suehiro-cho, Hakodate 040-0053

TEL: 0138-22-9700

FAX: 0138-22-9800

E-mail: [info@hakomachi.com](mailto:info@hakomachi.com)



## Hakodate City Women's Centre

There is a variety of walking tours, and courses on computers, cooking, and so on for everyone (men and women). A number of groups, such as handicrafts and dance are based at the center.

Address: 12-11 Shinkawa-cho, Hakodate 040-0042

TEL: 0138-23-4188

FAX: 0138-23-4189

E-mail: [info@hakodate-josen.com](mailto:info@hakodate-josen.com)

## Hakodate Seinen Center (Hakodate Youth Center)

Holds classes on cooking, ceramics etc. Dance, sign language, drama, sports, etc. groups and circles hold activities at the center.

Address: 5-27 Chiyogadai-cho, Hakodate 040-0013

TEL: 0138-51-3390

FAX: 0138-51-3395

E-mail: [info@hako-youth.com](mailto:info@hako-youth.com)



# Transportation

The main means of transportation in Hakodate are streetcars, buses, cars and bicycles.

## ◆ Streetcar (shi-den)

The streetcar system is operated by the City and is called "shiden". Its routes cover tourist areas such as the Seibu-chiku, Goryokaku and Yunokawa. Streetcars operate at 7-minute intervals and are convenient for daily life in the city. A placard with phrases near the front helps you communicate with the driver.

Advance purchase of tickets is not necessary. Board through the central entrance at a streetcar stop (dentei). If you plan to pay with cash, take a numbered boarding ticket from the ticket machine by the entrance. If you want to pay by IC card, hold it in front of the card reader.



Press the "stop" button on the window frame or ceiling when your intended stop is announced.

Pay as you exit. Fares for the route are displayed on the fare board near the exit. Your fare is under the number corresponding to the number on your ticket. Put your ticket and coins in the fare box. Deposit the exact amount since the fare box gives no change. If you want to pay by IC card, place the card on the reader. The fare and remaining credit will be displayed.

Valid IC card types include: ICAS nimoca, Kitaca, PASMO, Suica, manaca, TOICA, PiTaPa, ICOCA, Hayakaken and SUGOCA.

Children not yet in elementary school are half price (rounded up to the nearest 10 yen) and infants under 1 ride for free. However, for each guardian, one child older than one but not yet enrolled in an elementary school can ride for free. People who wish to pay for children under elementary school age with their IC card may do so by informing the driver before they pay.

Enquiries about streetcars:

### Hakodate City Enterprise Department Transportation Section

15-1 Komaba-cho, Hakodate

TEL 0138-52-1273

<https://www.city.hakodate.hokkaido.jp/tram/>



## ◆ Bus

Hakodate Bus Corporation operates regular bus services in the city. There are a number of routes so please check before boarding. The destination and route number are indicated at the front and on the side of the bus. Enter via the center doors and exit from the front. The use of IC cards is the same as for streetcars.



### Hakodate Bus Corporation, Hakodate Service Office

10-1 Takamori-cho, Hakodate  
TEL 0138-51-3137  
<http://www.hakobus.co.jp/>



### IC Card: about the ICAS nimoca:

The ICAS nimoca IC card system allows you to get discounted travel on Hakodate streetcars and buses, and other transport systems throughout Japan. They can also be used to make purchases at convenience stores and so on.



As you use your ICAS nimoca card on Hakodate streetcars you can accumulate points, and get a discount on future travel.

A card costs 2,000 yen (including a 500 yen deposit), and it can be recharged an unlimited number of times. They are sold onboard Hakodate buses and streetcars, at the bus centre in front of Hakodate Station, Marui Imai department store, and other places.

Sample image of card

### Enquiry about ICAS nimoca:

Hakodate City Enterprise Department Transportation Section  
15-1 Komaba-cho, Hakodate  
TEL 0138-52-1273

<https://www.city.hakodate.hokkaido.jp/tram/>

Hakodate Bus Company, Hakodate Station Bus Center  
12-11 Wakamatsu-cho, Hakodate  
TEL 0138-22-8111

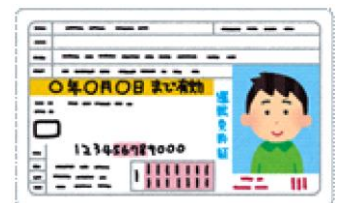
<http://www.hakobus.co.jp/>



## ◆ Car

### International Driver's License

Holders of an international driver's license that was issued by a country that abides by the Geneva Convention and follows the formalities prescribed by Geneva Convention are allowed to drive in Japan for up to one year from the day of arrival.



### Changing to a Japanese driver's license

Holders of a foreign-issued driver's license who plan on staying long-term in Japan may apply for a Japanese license. Those with limited Japanese language skills should be accompanied by an interpreter when applying. Please call before you go.

For inquiries or information

### Hakodate Driver and Vehicle Licensing Center

TEL 0138-46-2007

[https://www.police.pref.hokkaido.lg.jp/00ps/hakodatehonbu/kakuka/600\\_koutuu/646\\_kirikae/646\\_kirikae.html](https://www.police.pref.hokkaido.lg.jp/00ps/hakodatehonbu/kakuka/600_koutuu/646_kirikae/646_kirikae.html)



## ◆ Bicycle

If you own a bicycle, you are required to register it for crime prevention. This costs 650 yen and can be done at any bicycle shop. In addition, due to the recent increase in bicycle-related crashes, you should also purchase some third-party insurance. This is available at many locations, including convenience stores, and only costs about 300 yen per month.

Five laws for safe cycling:

1. In principle, you should ride on the road (not the footpath), and keep to the left. If you ride on the footpath, pedestrians have right of way.
2. At intersections, obey traffic lights and stop signs, and proceed with caution.
3. Front and rear lights must be turned on at night.
4. Never ride after drinking alcohol.
5. Wear a helmet.

# Health

## ◆ Hospital Visits

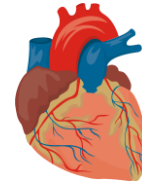
Always carry your health insurance card when visiting a hospital.

To locate a hospital, consult a telephone directory, the Internet or ask your neighbors.

### Emergency Care Information Center

<https://www.qq.pref.hokkaido.jp/qq/qq01.asp>

(English, Chinese, and Korean)



## ◆ Cancer Screening

Cancer Screening is conducted as follows:

Type of Cancer	Age	Subjects	Fee	Location
Stomach Cancer	35 and older	Interview, Barium X-ray of stomach	1,000 yen	Designated medical offices, General Health Care Center & other designated venues
Gastric cancer	50 and over *	Medical history and gastrointestinal endoscopy.	3,000 yen	Designated medical offices
Lung Cancer	40 and older	Interview, X-ray of the chest, sputum exam	100 yen (X-ray only) 600 yen (X-ray & sputum exam.)	General Health Care Center
Colon Cancer	40 and older	Interview, fecal occult blood test	1,000 yen (designated medical office) 500 yen (mass checkup)	Designated medical offices, General Health Care Center



Breast Cancer	Females aged 40 and over *	Interview, ocular inspection, palpation, mammography	1,800 yen	Designated medical offices
Uterine Cancer	Females aged 20 and over *	Interview, ocular/ internal inspections, cytological examinations	1,500 yen (cervical only) 2,200 yen (cervical and uterine )	Designated medical offices

\*People born in an even year (Western calendar) are eligible during even years and vice versa.

For inquiries and applications:

**Health Promotion Section, Health & Welfare Department**

23-1 Goryokaku-cho, Hakodate General Health Care Center 3F

TEL 0138-32-1532

## Medical Centers Which Can Provide Assistance in Foreign Languages

Clinic name	Address	Tel.	Languages spoken	Communication level
Hakodate Hospital	041-8680 1-10-1 Minato-cho, Hakodate	0138-43-2000	English	Daily conversation ability
Hakodate Central Hospital	040-8585 33-2 Hon-cho, Hakodate	0138-52-1231	English	Daily conversation ability
Hakodate Goryokaku Hospital	040-8611 38-3 Goryokaku-cho, Hakodate	0138-51-2295	English	Daily conversation ability
Hakodate Shintoshu Hospital	041-0802 331-1 Ishikawa-cho, Hakodate	0138-46-1321	English, Russian	Daily conversation ability
Hakodate Neurosurgery Hospital	041-0832 1-4-12 Kamiyama, Hakodate	0138-53-6111	English	Daily conversation ability
Goryokaku Miyazaki Sei Internal Medicine Clinic	040-0011 20-14 Hon-cho, Hakodate	0138-32-7008	English	Fluent
Isobe Dental Clinic	041-0812 4-34-10 Showa, Hakodate	0138-43-2770	English	Fluent
Konishi Internal Medicine and Cardiovascular Clinic	040-0053 3-15 Suehiro-cho, Hakodate	0138-83-2080	English	Fluent



Fujioka Eye Clinic	040-0802 450-2 Ishikawa-cho, Hakodate	0138-34-5550	English	Fluent
--------------------	---	--------------	---------	--------



If you get sick or injured, it is usual to go to a clinic first. If the doctor deems it necessary, they will refer you to a larger hospital (Hakodate Hospital, Hakodate Central Hospital or Goryokaku Hospital). It may not be possible to see a doctor without a referral, so please check in advance. If you can see a doctor without a referral, it may cost more and take more time.

Many hospitals and clinics do not accept credit cards, so be sure to take cash.

## Help Desk

### Interpreting support for foreigners who need urgent medical assistance (Hotline)

Mon-Fri 9:00-17:30 (Closed on national holidays and 12/29-1/3)

**Tel: 090-2694-7985**

In order to help foreign residents and foreign tourists to have a safe visit, Hakodate City has established a telephone hotline for those who need emergency medical care or other assistance. The hotline operator assesses the caller's situation then assigns an interpreter. Currently, support is available in 8 languages: English, Chinese (Mainland and Taiwanese), Korean, Russian, Tagalog, Burmese and French)

\*The operator can speak English and Japanese.

## Dealing with Emergencies

### Emergency Phone Numbers

- [110] Police
- [119] Fire, ambulance, rescue
- [118] Coast Guard

You can call [110], [119], and [118] for free from public telephones. If you do not have a phone, or if you have a smartphone but no SIM card to access the cellular network, please check the location of the nearest public phone.

If your phone has a data-only SIM card, you can make emergency calls by downloading an IP phone app and an emergency call app.

### ◆ Traffic Accidents

Call [110].

## ◆ Theft

Call [110] or go to a police station.

## ◆ Medical assistance at night

In the case of sudden illness or injury during the night, you can use the Hakodate City Night Emergency Medical Center for internal medicine and surgery, and the Night Emergency Room of Hakodate Hospital for pediatric support:

\*You should visit a regular clinic or hospital in the daytime if possible.

### **Night Emergency Medical Center**

Hours: 19:30-24:00 (midnight)

Clinical department: internal medicine and surgery

23-1 Goryokaku-cho, Hakodate

Tel 0138-30-1199

### **Hakodate Hospital Night Emergency Room (Children)**

Hours: 19:00-24:00 (midnight)

(Reception closes at 23:30)

Clinical department: pediatrics

1-10-1 Minato-cho, Hakodate

Tel 0138-43-2000

**\*Children with injuries should present at the Night Emergency Medical Center**

### ■ How to call 119. (What you should say)

- Whether a fire, ambulance or rescue.
- The location (the address and/or name of a nearby building)
- Details. In the case of a fire, what is burning; in the case of an ambulance, who is injured and what kind of injuries they have sustained.
- Your name, your phone number. After the phone call has ended please do not turn off your mobile phone - they may call you back.
- When you hear the ambulance or fire engine, try to attract the driver's attention.

\*The Fire Department offers an interpreting service in English, Chinese, Korean, Portuguese, Spanish, Thai, Vietnamese, Tagalog, Indonesian, Nepalese, German, French, Italian, Russian, Malaysian, Burmese, Khmer, Mongolian, Sinhalese, Hindi and Bengali. This is available 24 hours a day, 365 days a year.

\*Please be aware that if you call 119 on a mobile phone, your call may be connected to a fire department outside Hakodate.

## ◆ If you need interpreting assistance

Call the interpreting helpdesk on 090-2694-7985. For details, see the Help Desk section above.

Prepare an emergency backpack (or backpacks) containing the following:

**Food:**

One day's supply of water (1-1.5L per person), portable food (biscuits, chocolate, cans ...)

**Information:**

Portable radio, batteries, smartphone charger, spare battery, etc.

**Valuables:**

Cash, bankbook, insurance certificate, (copy of) passport / residence card

**Everyday items:**

Underwear, socks, clothes, a first-aid kit (sticking plasters, bandages), plastic bags, polyester bags, disposable heat packs, a blanket, gloves, toiletries, a toothbrush, a towel, a notebook, a pen, your current medicine, tissues, contact lens, glasses, a flashlight, some indoor shoes or slippers

**Infection countermeasures:** masks, disinfecting alcohol, some soap, wet tissues, a body thermometer

For children (as appropriate): milk, disposable nursing bottles, baby food, portable cutlery, diapers, baby sling, baby wipes, shoes

For women (as appropriate): sanitary napkins, sanitary panties, an anti-theft alarm, vaginal sheets, opaque garbage bags

For the elderly (as appropriate): Adult paper pants, nursing food, a cane, hearing aids, absorbent pads, a copy of medication book, medications for pre-existing conditions

● Safety tips

This free app is designed to convey important information to foreign visitors in the event of a natural disaster. It is available in English, Chinese (traditional or simplified), Korean and Japanese.

For Android users:

<https://play.google.com/store/apps/details?id=jp.co.rcsc.safetyTips.android>



For iOS users:

<https://itunes.apple.com/jp/app/safety-tips/id858357174?mt=8>





# International Exchange Groups

There are various interest groups in Hakodate; we introduce the most active foreign exchange groups here.


Please refer to the following link for more information on other groups in Hakodate.  
<http://www.hif.or.jp/organization/>



<b>Hokkaido International Foundation (HIF)</b>	
Contact	Representative: Nobuo Kimura
Contact details	14-1 Motomachi, Hakodate 040-0054 TEL: 0138-22-0770 E-Mail: <a href="mailto:info@hif.or.jp">info@hif.or.jp</a> <a href="http://www.hif.or.jp">http://www.hif.or.jp</a> 
Activities	Programs for exchange students: Japanese Language and Japanese Culture Program, Summer Cultural Exchange etc. Events, seminars and lectures to promote foreign exchange and cultural togetherness, etc.

<b>Japanese Teaching Society - Hakodate</b>	
Contact	President: Katsuko Takahashi
Contact details	TEL: 090-8370-3556 E-mail: <a href="mailto:jts.jimukyoku@gmail.com">jts.jimukyoku@gmail.com</a> <a href="http://takako9.wixsite.com/nihongo-jts">http://takako9.wixsite.com/nihongo-jts</a> 
Activities	Japanese language classes in Hakodate Japanese Salon (every Saturday) Various exchange events, walking tours of Mt. Hakodate, potluck parties etc.

<b>Hakodate Japan-China Friendship Association</b>	
Contact	President: Kenji Matsumiya
Contact details	2-15 Bandai-cho, Hakodate 040-0075 TEL: 0138-40-2633
Activities	Exchange meetings and parties with Chinese students Japan China Friendship Newspaper "Japan and China" Chinese language classes, Chinese cooking classes etc.

<b>Korean Residents' Union in Japan Hakodate Branch</b>	
Contact	President: Jo Gye Do
Contact details	16-3 Ote-machi, Hakodate 040-0064 TEL: 0138-22-6411 <a href="http://www.mindan.org/">http://www.mindan.org/</a> 
Activities	Exchanges with Korean students. Korean language classes Supporting exchange activities with our sister city Goyang. Education for Korean children in Japan

<b>Hakodate Goodwill Guides</b>	
Contact	President: Atsuko Iwamoto
Contact details	30-7-401 Goryokaku-cho, Hakodate 040-0001 TEL: 090-2054-8314 E-mail: sgghakodategga@yahoo.co.jp <a href="https://hakodategoodwill.wixsite.com/hakodatesgg/home">https://hakodategoodwill.wixsite.com/hakodatesgg/home</a>
Activities	As a member of the national tourism organisation, they conduct tours mainly within Hakodate city.



While credit cards and electronic money are being accepted as payment at an increasing number of stores, Japan is still a cash society compared to other countries, so it is advisable to carry some cash with you in case something goes wrong.



\*This guide is revised annually.  
For information on the latest version, please contact:

**Hokkaido International Foundation**  
TEL 0138-22-0770 / FAX 0138-22-0660  
E-mail [info@hif.or.jp](mailto:info@hif.or.jp)  
<http://www.hif.or.jp>

**Hakodate City**  
**International & Intercity Affairs Section, Planning Department**  
TEL 0138-22-3619 / FAX 0138-23-7604  
E-mail [hkd-intl@city.hakodate.hokkaido.jp](mailto:hkd-intl@city.hakodate.hokkaido.jp)

This guide is also downloadable at:  
<http://www.hif.or.jp/hakodatelife/>



<https://www.city.hakodate.hokkaido.jp/docs/2014012300551/>



(As of April 2024)