

**Welcome to
Toyoake city!**

Toyoake City Life Guidebook

豊明市 生活便利帳

English version

英語

You can search
for information
on the internet.



<https://www.city.toyoake.lg.jp/4610.htm>

作成：Inclusive Society Division of Toyoake City Hall

作成：共生社会課 協働推進係

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Introduction to the city office

Issue of the foreign language version of city public information

We translate articles that we would like to inform foreigners about from the monthly "Public Information Toyoake" issued by the city.



You can search
for information
on the internet.



<https://www.city.toyoake.lg.jp/4669.htm>

★List of the places where foreign language version of city public information is available

It is available in the public facilities in the city. It is provided free of charge.

Toyoake city office (Community Services Division Counter,
Inclusive Society Division Counter), Health Center,
Labor Hall, General Welfare Hall, Library, Welfare gymnasium,
TIRA (Located in Kyoseikouryu Plaza Karatto),
Bus waiting area at Zengo station, Toyoake Housing Complex Post Office,
Toyoake Post Office, Inside the entrance gate of Zengo Station,
Chukyo-Keibajyo-mae Station, Family Mart (Toyoake Shinsakae Shop),
Toyoake Housing Complex Administration Office,
Toyoake Housing Complex Community Association Center

When you visit the city office

Twenty two different languages can be used on the phone or at the service counters.
Phone Toyoake City multilingual support line or go to the reception desk at Toyoake City Hall.



0 5 6 2 – 8 5 – 1 0 3 1

Weekdays from 8:30 to 17:15

Language

English, Chinese (Mandarin), Korean, Thai, Vietnamese, Indonesian, Filipino (Tagalog), Nepali, Portuguese, Spanish, French, German, Italian, Russian, Malay, Burmese, Khmer, Mongolian, Sinhalese, Hindi, Bengali, Urdu

★By telephone

- ① Phone Toyoake City multilingual support line.
- ② Say what language you speak.
- ③ Give your name.
- ④ An interpreter who speaks your language will answer your call.

★At the service counter

- ① Go to the service counter of the division you wish to consult.
- ② Give your name and language.

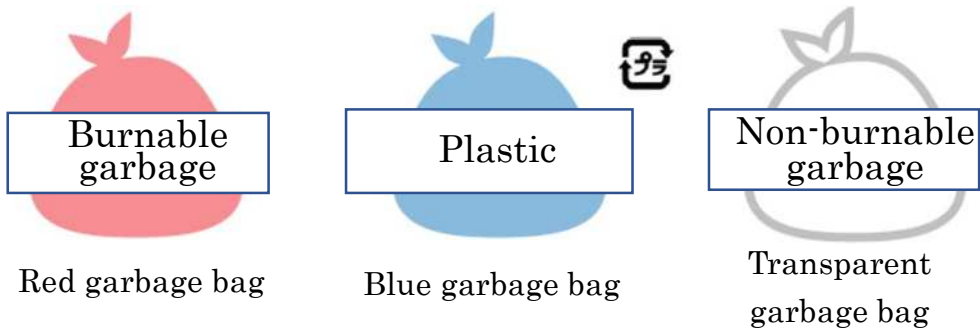
Life information

Garbage disposal rules

Put out your household garbage at the designated place at the designated date and time. The day of the week to put out and the color of the bag are designated for each type of garbage.

Do not bring back discarded garbage.

- ① Follow the garbage separation rules and put garbage in the bag designated by the city.
- ② Put out your garbage at the designated collection place in your community by 8:00 a.m. on the collection day.



※Oversized garbage and PCs are not collected at the usual garbage collection place. See "How to separate and dispose of garbage (Foreign language version)" for more information.

▼How to separate and dispose garbage



You can search for information on the internet.



<https://www.city.toyoake.lg.jp/3864.htm>

It is available at the Environment Division.

Day of the week to put out garbage

Garbage collection days are designated for each community area (Neighborhood association).

If you do not know about the neighborhood association, please call the Inclusive Society Division.

You can search for information on the internet.



<https://www.city.toyoake.lg.jp/3864.htm>

Following traffic rules.

Traffic rules in Japan may differ from the rules in your country or region.

Make sure you understand the traffic rules for everyone's safe and secure life.

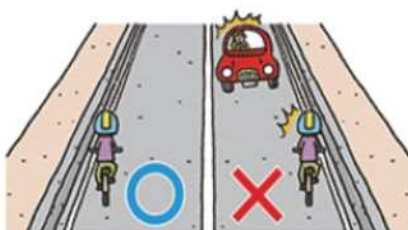
When walking on the road

- If there is a sidewalk, walk on the sidewalk.
- If there is no sidewalk, walk on the right-hand side of the road.
- When crossing the road, cross at a pedestrian crossing.

When riding a bicycle

◆Rules

- When riding a bicycle, ride on the left-hand side of the road.
- When riding a bicycle on the sidewalk, pedestrians have priority.
- Follow the signal at an intersection.
- Be sure to stop and check for safety wherever there is a "止まれ (STOP)" sign.
- Turn on the bicycle's light at night.
- Wear a helmet when riding a bicycle. (Obligation to make the best effort)



When riding a bicycle

◆Prohibited matters

- If you drink alcohol, do not ride a bicycle. (※1)
- Do not ride on a bicycle side by side with another bicycle.
- Do not ride a bicycle while listening to music on headphones.
- Do not ride a bicycle while using a mobile phone. (※1)
- Do not ride a bicycle while holding an umbrella.
- Do not ride with two or more people on a bicycle.



If you cause an accident while riding a bicycle, you may have to pay a lot of money for compensation.
Sign up for bicycle insurance.

(※1) If you don't follow the rules, you will be fined (obliged to pay money) or imprisoned.

Manners for living in a dormitory or apartment

In dormitories and apartments that accommodate many people, be careful so that the residents around you can live comfortably.

Matters you have to be careful about when living in Japan

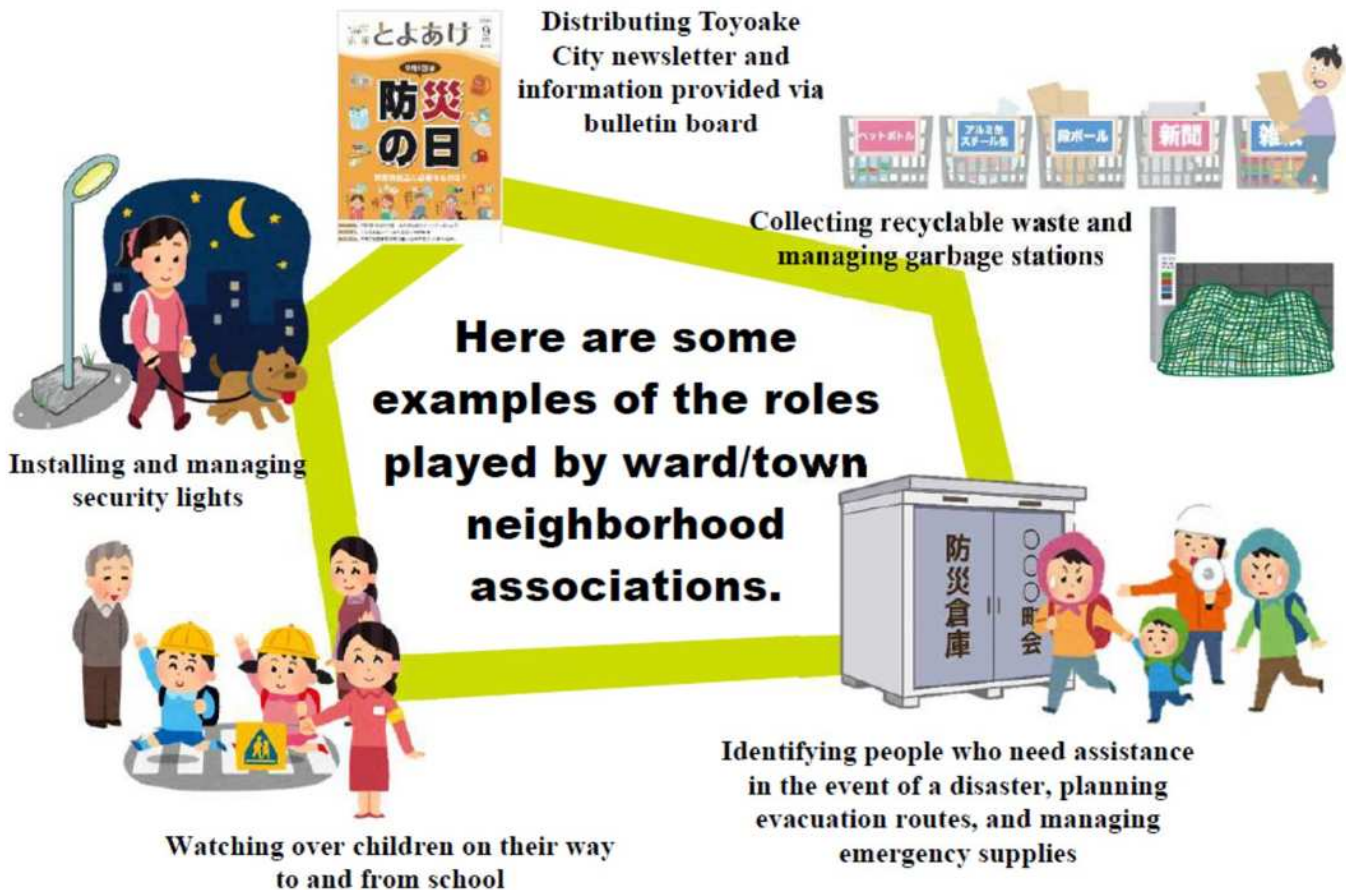
- Be quiet after 9 p.m.
- If you are noisy, you may get complaints.
- The corridors of apartments are shared areas, so do not leave any private property there.
- Take off your shoes in the house.
- When you leave the house, lock it securely.

Let's join a neighborhood association.

The neighborhood association is a civic group where people living in the same area gather and work.

Joining is optional, but it is important to value the relationships with your neighbors so that we can help each other in the event of a disaster or trouble in our lives.

Toyoake City asks all citizens to participate in their ward/town neighborhood association.



Ward/town neighborhood associations regularly conduct training and drills for major disasters such as earthquakes and floods or social gatherings. In addition, to prevent crimes, etc., we watch over children on their way to and from school and conduct crime prevention patrols. When faced with a disaster or crime, people cannot cope alone. Deepen connections with your neighbors so that you can help each other in times of emergency.

Procedures after moving



On moving to Toyoake City



Contact the chairperson of your local neighborhood association



You are now a member of the neighborhood association!

If you don't know the name of the chairperson of the neighborhood association of the area you are moving to, please contact the Coexistence and Inclusive Society Division.
TEL 0562-85-1031

In the case of emergency

Fire, injury, sudden illness [119]

24 hours
a day

Free

In case of fire, injury or sudden illness, call "119".

An ambulance or fire engine will come immediately.

You can make an emergency call in a foreign language.

How to call "119"

- ① Press "1 • 1 • 9" directly without any area code.
(If you use a pay phone, press the red emergency button.)
- ② Tell the operator "fire" or "medical emergency (injury/sudden illness)".
「A fire.」 … 「kaji desu」
「A person has been seriously injured」 … 「keganinga imasu」
「A person needs emergency care.」 … 「kyū byō desu」
- ③ Tell the operator the location. "This is ○○"
※such as a building name nearby
「basho wa (place) desu」
- ④ Tell the operator your name. "My name is ○○"
「watashi no namae wa (name) desu」
- ⑤ Hang up the phone.

If you can't call yourself, ask someone nearby to do it. Do not hang up while you are on the phone. Convey the information clearly.

※In case of a traffic accident or incident, call "110".

Traffic accidents, incidents, crimes [110]

24 hours
a day

Free

If you have a traffic accident or witness one, call "110".

If you witness an incident or a crime, call "110".

The police will come immediately.

※If someone is injured, also call "119".

How to call "110"

- ① Press "1 • 1 • 0" directly without an area code.
- ② Tell the operator when, where, and what happened.
"A traffic accident (theft/fight) happened at (place)
at (time)." 「 (date) 、 (place in detail) de kōtsū jiko
(tōnan/kenka) ga arimashita」
- ③ Give the operator your phone number. "My phone number is ○○"
「denwa bangou wa (phone number) desu」
- ④ Tell the operator your name. "My name is ○○"
「watashi no namae wa (name) desu」
- ⑤ Hang up the phone.
- ⑥ Wait in a safe place until the police arrive.
- ⑦ When the police come, tell them "what happened".

Even if you think you were not injured in the event of an accident, you may find later that you were injured.

If you have a traffic accident, have a medical examination at a hospital just in case.

Preparation for disaster (earthquake or typhoon)

Earthquakes occur frequently in Japan. Confirm in advance the location of the evacuation shelter near your home, and how to contact your family, friends, and workplace.

When an earthquake occurs

◆ When experiencing shaking

- Escape to a place where furniture will not fall over.
- Protect yourself for example by crouching under the table.

◆ After the shaking stops

- Turn off the stove.
- Open a door or window to secure an evacuation route.

◆ When evacuating

- To prevent fire, close the gas and water main cocks.
- Turn off the electric breaker.

In order to receive tax exemption or postponement due to damage such as that caused by an earthquake or typhoon, a "Disaster Certificate" is required.

Application form of a Disaster Certificate is available at the city office.

(In case of fire damage, submit the application form to the fire department.)

When a typhoon/heavy rain occurs

- It can be dangerous because the sea level will rise and the amount of river water will increase due to the typhoon or strong rain.
- In the case of heavy rain or strong winds, stay in a safe building such as your house.
- If you feel dangerous at home, go to the shelter with care.
- Due to bad weather, trains and buses may be delayed or stopped.

★Evacuation sites

In the event of a disaster, some shelters will open.

Evacuation shelters are designated for each area or neighborhood association.

In case of emergency, confirm the location of the evacuation shelter and evacuation route.



<https://www.city.toyoake.lg.jp/4610.htm>

Decisions among family members

◆ Evacuation shelter (family meeting place)

Name of the location ;
Address ;

◆ Emergency contacts (such as distant relatives and friends)

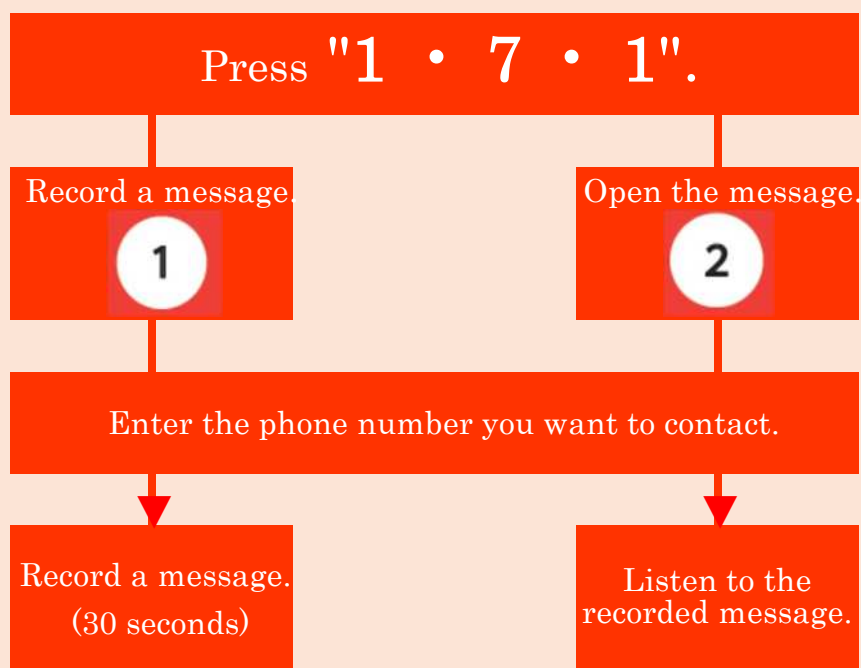
Name ;
Phone number ;

Disaster Emergency Message Dial "171"

In the event of a disaster, it can be difficult to make a phone call.
"Disaster Emergency Message Dial (171)" is a telephone number that can be used to confirm the safety of family members, relatives and friends, and to leave messages.

It can only be used in the event of a disaster.

Call charges apply.





豊明市多言語情報

@ToyoakeCity.MultilingualInformation

Informações multilíngues da cidade de Toyoake

Toyoake City Multilingual Information

豊明市多语言信息

Thông tin đa ngôn ngữ thành phố Toyoake



豊明市役所 共生社会課 TEL 0592-92-8306

When you get sick or injured

How to choose a hospital

The hospital you should go to will vary depending on the type of illness or injury.

If you visit a big hospital and can't determine which department to go to, tell the receptionist about your symptoms and ask for their advice.

Major clinical departments	
Internal medicine 【NAIKA】	All diseases. Make a diagnosis and introduce the appropriate department.
Orthopedic Surgery 【SEIKEIGKA】	Problems of bones, joints, and muscles such as fractures and back pain.
Surgery 【GEKA】	Trauma or diseases that require surgery.
Obstetrics and gynecology 【SANFUJINKA】	Menstrual abnormalities, infertility, pregnancy to childbirth
Ophthalmology 【GANKA】	Eye disease and abnormal vision
Otorhinolaryngology 【JIBIINKOUKA】	Ear diseases and hearing, nose and throat diseases
Dermatology 【HIFUKA】	Diseases of skin, mucous membranes, sweat and nails
Dental clinic 【SHIKA】	Dental diseases such as dental caries treatment

When you go to the hospital, show health insurance card (card to be shown at the hospital).

If you don't have a health insurance card, you will have to pay all the costs yourself.

Do not lend health insurance card to anyone.

How to find a hospital

Aichi Emergency Medical Guide

You can search for hospitals that can handle foreign languages.

You can read it in Portuguese, English, Chinese and Korean.



<https://www.qq.pref.aichi.jp>



Nobunaga kun

Your address

Write down how to read your address in case of an emergency.

TOYOAKESHI

豊明市

Fire/injury /sudden illness

Accidents/incidents/crimes



発行：2025年4月