

# ~Toyoake City Everyday Living Guide Book~

~ Welcome to Toyoake City ! ~

とよあけしせいかつべんりちよう  
豊明市生活便利帳

Simplified version

## Address (住所)

In case of emergency, write down how to pronounce your address in Japanese.

You can search for information on the internet.



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

## In the case of emergency (緊急のとき)

### ◆Fire/injury/sudden illness 「Call 119」 (火事/ケガ/急病「119」)

Call 119 in the case of fire, injury or sudden illness.  
(火事やケガ、急病の時は「119」に電話をします。)

An ambulance or fire engine will be dispatched soon.

※Also call 110 in the case of a traffic accident or criminal incident.



Free of charge 24 hours a day

#### How to make a phone call 119 (「119」電話をかける方法)

- Dial 119 without the area code.  
(When using a pay phone, press the red emergency button.)
- Say “fire” or “emergency care (injury/sudden illness)” clearly.  
*「kaji desu」* (There is a fire.)  
*「keganinga imasu」* (There is an injured person.)  
*「kyūbyō desu」* (There is a sick person.)
- Give the location. ※Give the name of a nearby building or landmark.  
*「bashowa (place) desu」* (It's at XX.)
- Give your name.  
*「watashino namae wa (name) desu」* (My name is XX.)
- Hang up the phone.



If you can't make a call by yourself, ask someone nearby to call for you. Do not hang up before you finish the conversation. Tell the information accurately. You can use a foreign language.

### ◆Traffic accidents/incidents/crimes 「Call 110」 (交通事故/事件/犯罪「110」)

Call 110 if you have or see a traffic accident.

(交通事故を起こしたり、見たりしたときは「110」に電話をします。)

Call the same number if you see an incident such as a crime.

The police will be dispatched soon. ※If someone is injured, call 119 as well.

Free of charge 24 hours a day

#### How to make a phone call 110 (「110」電話をかける方法)

- Dial 110 without the area code.
- Tell what happened and when and where it happened.  
*「(date), (place in detail) de kōtsū jiko(tōnan / kenka) ga arimashita」*  
(There was a traffic accident (burglary/fight) at xx o'clock at xx (location).)
- Give your telephone number.  
*「denwa bangō wa (phone number) desu」* (My telephone number is XX.)
- Give your name.  
*「watashino namaewa (name) desu」* (My name is XX.)
- Hang up the phone.
- Wait in a safe place until the police arrive.
- When the police arrive, tell them what happened.



In the case of an accident, even if you think you are not injured at the time, an injury may be found later. So, please go to the hospital for an examination if you encounter a traffic accident.

## Introduction of the City Hall

しやくしよ しょうかい  
(市役所の紹介)



### ◆ Issuing foreign language versions of the city newsletters

がいこくごばんこうほう はっこう  
(外国語版広報の発行)

Inclusive Society Division

We select and translate important articles that we would like to inform to foreign residents, from Publicity from Toyoake City, the newsletter published by the city every month.

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



They are also available on the Internet.

### ◆ Establishment of a Facebook page (Toyoake City Multilingual Information)

とよあけしたげんごじょうほう かいせつ  
(フェイスブック (豊明市多言語情報) の開設)



We provide foreign residents with information, such as articles on Toyoake City's foreign language public relations, event information, and daily living guides.

### ◆ Multi-language support on Toyoake City website

とよあけし たげんごないおう  
(豊明市ホームページの多言語対応)

The Toyoake City website is available in multiple languages (automatic translation). Please take advantage of this service.

URL:<https://www.city.toyoake.lg.jp>



### ◆ When you need to contact the city hall (Telephone/Service counter)

しやくしよ ようじ  
(市役所に用事があるとき)



Twenty-four 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.

Phone number

**0562-85-1031**

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, Turkish, Arabic (24 languages)

Date and time

Weekdays from 8:30 to 17:15

By telephone

でんわ  
(電話をかけるとき)

- 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

まどぐち い  
(窓口に行くとき)

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

## Daily Life (くらし)



### ◆How to dispose of garbage

(ごみの出し方)

Environmental Division

Put out your household garbage on the date and time designated by the city in the designated place. Garbage is classified into several categories, and each type of garbage needs to be put out on a specific day of the week using a specific type of bag.

Do not take away discarded trash or items.

- ① Please follow the garbage sorting rules and put the garbage in a bag designated by the city.
- ② Please put out the garbage at the place designated by your town before 8:00 am on the garbage collection day.

Burnable Waste	・ ・ ・	Specified transparent red bag
Plastic Containers	・ ・ ・	Specified transparent blue bag
Non burnable Waste	・ ・ ・	Specified clear bag



※ Oversized trash and personal computers will not be collected at the garbage storage area.  
For more details, please see the Foreign Language Version of How to Sort and Put Out Garbage.

They are also available on the Internet.

### ◆List of days of the week to put out garbage

(ごみを出す曜日一覧)

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



Each neighborhood association sets different days of the week as garbage collection days. If you don't know which neighborhood association you belong to, please call and ask the Inclusive Society Division of Toyoake City Hall

## Please join the neighborhood association of your town or ward!

(区・町内会に入参しょう！)



Inclusive Society Division

It's a citizens' group where people living in the same community gather and engage in some activities. It's not mandatory to join the association but it's important to maintain good communication with other residents in the community, so that you will be able to help each other when a disaster or other trouble occurs in daily life.

### — Here are some examples of the roles played by ward/town neighborhood associations. —



(区・町内会はこんな役割を担っています！)

- ◆ Distributing Toyoake City newsletter and information provided via bulletin board
- ◆ Installing and managing security lights ◆ Watching over children on their way to and from school
- ◆ Collecting recyclable waste and managing garbage stations ◆ Identifying people who need assistance in the event of a disaster, planning evacuation routes, and managing emergency supplies

### 【Steps to join the association】 (加入までの流れ)

Move to Toyoake City ➡ Contact the chairperson of the neighborhood association  
(Procedure for entry) ➡ Complete entry

## Prepare for a disaster (さいがい 災害のとき)

### ◆Prepare for a disaster (earthquake/typhoon) (さいがい じしん/たいふう そな 災害 (地震/台風) に備えよう)

Disaster Prevention and Safety Division

Japan has many earthquakes.

Please check the evacuation shelters near your house and how to get in touch with your family or workplace beforehand.

#### In the case of an earthquake (じしん 地震がおきたとき)

- ◆ When it is shaking
  - Go to a place where the furniture will not fall over.
  - Protect yourself in a safe place such as under the table.
- ◆ When the shaking subsides
  - Turn off the stove.
  - Open the door or window and ensure an escape route.
- ◆ When evacuating
  - Turn off the main taps of water and gas to prevent fire.
  - Shut down the circuit breaker.



#### In the case of a typhoon/torrential rain (たいふう/おおあめ お 台風/大雨が起きたとき)

- It can be dangerous because the sea level will rise and the amount of river water will increase due to the typhoon or strong wind.
- When the rain or wind is strong, please do not go outside, but stay inside a safe building such as your house.
- If your house is not safe, please go to the evacuation shelter, taking great care along the way.
- Trains and buses may be delayed or disrupted.



### ◆List of evacuation shelters/refuges (ひなんじょいちらん に 避難所一覧・逃げるところ)

Disaster Prevention and Safety Division

In the event of a disaster, shelters may be opened.

For details about shelters, please see the Toyoake City website.



URL: <https://www.city.toyoake.lg.jp/18643.htm>



## Illness/injury (びょうき 病気/ケガ)



The hospital you should visit may differ depending on the type of illness or injury.

If you visit a large hospital and don't know which department to visit, please go to the reception and explain your symptoms.

When you go to the hospital, please show your health insurance card (a card used at the hospital). If you don't have an insurance card, you will have to pay the full amount of medical costs. Do not lend your insurance card to anyone else.

- Users can search the Aichi Emergency Medical Treatment Guide (PC version) to find medical institutions which provide medical treatment in foreign languages (English · Chinese · Korean · Portuguese).

※ 「To PC Site」 → Please click on the translation button on the right side of the screen.

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



Inclusive Society Division of Toyoake City Hall

(とよあけしやくしょ きょうせいしゃかいが 豊明市役所 共生社会課)



Dedicated for foreign residents

TEL 0562-85-1031