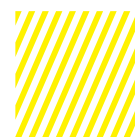


# Ibaraki Life Guidebook

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茨木市



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茨木へ。  
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# Living and Studying Japanese in Ibaraki City

## Ibaraki City posts information on Social Networks.

Follow us on Facebook/Twitter where we post information about local events, disaster and so on. Please check our Instagram, where we post the photos of our landscape, everyday life, and the people at "very pleasant moment".

Facebook



twitter



Instagram



## Living in Japan and studying Japanese

The information written here can be found on the website of Ibaraki City's Cultural Promotion Division. Please visit the website for more details.

### For Foreigners

URL <<https://www.city.ibaraki.osaka.jp/kikou/shimin/bunka/menu/Foreigners/index.html>>

### Information

URL <<https://www.city.ibaraki.osaka.jp/kikou/shimin/bunka/menu/Foreigners/42608.html>>

For Foreigners



Information



## This is a site with many details about living in Japan.

### Essentials for Living in Osaka

This is a site with many details about the lifestyle of Japan.

It has been created for people coming from overseas to live in Japan.

It includes details on tax, health insurance, jobs, schooling, and hospitals.

This site is available in English, Chinese, Korean, (North Korean,) Portuguese, Spanish, Vietnamese, Pilipino, Thai, Indonesian, Nepalese, and Plain Japanese.

### Osaka Prefecture Websites that provide information on medical care for foreigners (Osaka Prefecture medical institution information system)

This website allows you to search for hospitals in Osaka Prefecture.

The information can be checked in English, Chinese, Korean, Spanish, Portuguese, Vietnamese, and Tagalog.

You can search for hospitals where foreign languages are spoken.

**Studying Japanese** Cultural Promotion Division ☎ 072-620-1810 Human Rights and Gender Equality Division ☎ 072-620-1640 Social Education Promotion Division ☎ 072-622-5180

There are places to study Japanese in Ibaraki.

### Ibaraki Practical Japanese class

The lessons are one-on-one. You can start at any time.

Beginners are welcome. You can study even if you cannot speak a word of Japanese.

There will be a fee for the lessons.

Inquiries about time, places and fees for the lessons can be made at the Ibaraki Cultural Promotion Division of City Hall.

When inquiring by phone use this number. TEL 072-620-1810

When inquiring by email use this address. E-mail [cadifai@city.ibaraki.lg.jp](mailto:cadifai@city.ibaraki.lg.jp)

### Japanese reading and writing classes (For more detailed information please inquire directly to the class.)

The classes are taught by one teacher. Student numbers vary from one to over two. There is no fee.

Beginners are welcome.

There are several places you can study. Please choose the best one for you.

#### Class location, times and phone numbers

• Toyokawa Inochi Ai Yume Center (とよかわいのち あいゆめ せんたー)	Tuesdays	from 7:30pm	072-643-2069
• Sawaragi Inochi Ai Yume Center (さわらぎいのち あいゆめ せんたー)	Mondays	from 7:30pm	072-635-7667
	Thursdays	from 10:00am	
• Sojiji Inochi Ai Yume Center (そうじじいのち あいゆめ せんたー)	Tuesdays and Thursdays	from 7:30pm	072-626-5660
• Held at the Central Community Center (ちゅうおう こうみんかん) (Lifelong Education Center)	Fridays	from 10:00am	072-622-1256

For more details, please contact each place individually.

# Living and Studying Japanese in Ibaraki City

## In case of fire, injury or sudden illness

Fire Station Headquarters ☎ 072-622-6955

Contact the fire station in case of fire.

Contact the ambulance for any medical emergencies.

119 is the phone number for both of these services.

You can call from any landline, mobile phone, or smartphone.

We are able to translate notifications from Ibaraki City to English, Chinese, Korean, Spanish, and Portuguese, so you don't have to worry about being understood.

The service will be dispatched from a station near you.

From 10:00-18:00 inquiries can be made in the following languages, Thai, Tagalog, Vietnamese, French, Russian, and Nepali.

### When you call emergency services on 119, please give them the following information.

#### ■ In case of fire

- 1) Say "Kaji desu" (かじです) to let us know that there is a fire.
- 2) Give the address or location for the fire engine to come to.
- 3) Tell us what is on fire.
- 4) Give your phone number.
- 5) Give your name.



#### ■ In case of medical emergency

- 1) Say "Kyuu kyuu desu" (きゅうきゅうです) to let us know that you need an ambulance.
- 2) Give the address or location for the ambulance to come to.
- 3) Tell us the nature of the emergency.
- 4) Give your phone number.
- 5) Give your name.



There may be a short delay before the emergency services can arrive.

We have a website detailing in what circumstances you should call an ambulance.

You can find it on the "Information" page of our website.

## Places you can contact if you need help

### ■ Osaka Prefecture's Information Counter for Foreigners (Osaka Foundation of International Exchange)

If you run into trouble, there is a telephone helpline for non-Japanese people living in Osaka.

The consultation is free of charge. You may, however, be charged by your phone service provider.

You can also contact the helpline by email. If you call the number, you will be connected to OFIX - Osaka Foundation of International Exchange.

You can ask about any number of things relating to living in Japan.

When you call, please tell the operator what languages you speak.

### ● Telephone contact information      Tel: 06-6941-2297

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

Mon. & Fri. 9:00 am to 8:00 pm (except national holidays)

Tues., Wed. & Thurs. 9:00 am to 5:30 pm (except national holidays)

2nd & 4th Sun. of each month 1:00 pm to 5:00 pm

### ● Specialist Consultation Day/Hours:

4th Sunday of the month (appointment required)

Either an immigration specialist or lawyer will be available.

### ● Labor Consultation Service

1st and 3rd Mondays of the month (appointment required)

### ● Consultation with the official of the Immigration Services Agency

Once in a month (appointment required)

### ● Email contact information      Email: jouhou-c@ofix.or.jp

Languages supported: English and Japanese

### ● The projects to promote intercultural community building

There is a place where foreigners can talk with each other and learn about Japan.

We hold events to create a place for foreigners and people with foreign background.

We also have social online meeting via Zoom.

For more information, contact Toyokawa Inochi Ai Ume Center or call 072-643-2069.

# Living and Studying Japanese in Ibaraki City

## Earthquakes and heavy rainfall

Crisis Management Division ☎ 072-620-1617

### Earthquakes

Earthquakes are common in Japan.  
In a large earthquake, you will feel the ground shake.  
There may be times when the shaking makes you unable to stand.  
Houses and buildings can be destroyed by large earthquakes.  
Your house may collapse, leaving you without a place to live.  
Be prepared for earthquakes!

### Heavy rainfall

Some areas in Ibaraki can be dangerous in times of heavy rainfall.  
Please check the areas of Ibaraki City that might be especially dangerous in the case of very heavy rain.

We have a website detailing what you should do in times of earthquakes and heavy rainfall.  
You can find it on the "For Foreigners" page of our website.

There are Evacuation Areas set up in case of emergency.  
These Evacuation Areas are called "hinanjo" (ひなんじょ、避難所) in Japanese. These are often located in school gymnasiums.  
Please find out and remember where the Evacuation Areas nearest your house are.

#### Ibaraki City Hall's "Disaster Prevention Handbook"

(Available in Japanese and English)

This guidebook is intended to help residents of Ibaraki City in dealing with an earthquake, and living through the aftermath.  
It includes details on all of the city's Evacuation Areas.

You can find the English version of this handbook on the "For Foreigners" page of our website.

#### Osaka Prefecture's "Emergency Guide for foreigners (Earthquake)"

(This information is written in the following languages, English, Chinese, Korean, Vietnamese, Filipino, Spanish, Portuguese, Thai, Indonesian and Nepali.)

Osaka Prefecture provides information to foreign residents about earthquakes and living in the aftermath of a quake.

You can find it on the "Information" page of our website.

#### There is also an app provided by Osaka Prefecture for foreign visitors and tourists

Osaka Prefecture provides an app that gives necessary information regarding what to do in case of an emergency such as earthquake, typhoon, flooding etc.

For more detailed information or for downloading information please check the Osaka Prefecture HP.

URL < [https://www.city.ibaraki.osaka.jp/kikou/soumu/kikikanri/menu/disaster\\_prevention\\_infomation/osakasagetravels.html](https://www.city.ibaraki.osaka.jp/kikou/soumu/kikikanri/menu/disaster_prevention_infomation/osakasagetravels.html) >

Emergency information  
for foreigners residing  
in or visiting Japan.



## Looking for a job

#### Osaka Employment Service Center for Foreigners

(Hello Work, an organization of the Ministry of Health, Labour and Welfare)

This place can support non-Japanese people looking for work in Japan.

This center is located near the JR Osaka Station and the Hankyu Osaka Umeda Station.

If you have any questions about working in Japan, you can ask them there.

The service is available in English, Portuguese, Spanish, and Chinese.

However, there are only certain times available for each language.

For more details, contact the Osaka Employment Service Center for Foreigners.

Inquiries can be made at this phone number. (06-7709-9465)

## When you have trouble at work

#### Consultation for Foreign Workers (Osaka Labour Bureau)

You can ask about anything related to working in Japan.

Inquiries can be made at this phone number. (06-6949-6490)

Inquiries can be made between the hours of 9:30-17:00. However, the lines will be closed from 12:00-13:00.

Inquiries can be made in the following languages, English, Chinese, Portuguese, and Vietnamese.

However, there are only certain times available for each language.

#### Telephone consultation service for Foreign Workers (Ministry of Health, Labour and Welfare)

You can ask about places offering advice about the laws related to working in Japan.

Inquiries can be made in the following languages, English, Chinese, Portuguese, Spanish, Tagalog, Vietnamese, Burmese, Nepali, Korean, Thai, Indonesian, Cambodian, and Mongolian.

However, there are only certain times available for each language.

There are also many other websites available with more information about jobs and employment.

You can find it on the "Information" page of our website.

# Resident Registration

## Resident Registration

Citizens' Affairs Division ☎ 072-620-1621

"Resident registration" refers to sending the government details of your abode.

In order to make use of Ibaraki City's services, please complete resident registration at the Citizens' Affairs Division at City Hall.

Please notify Ibaraki City Hall when you move.

At that time, you will be required to bring cards or some other supporting documents with you.

If you need assistance, please contact the Citizens' Affairs Division.

## Notification of Resident Registration

When should you do this procedure?	By when must the procedure be completed?	What is needed to do it?
When moving to Ibaraki City	Please notify the Ibaraki Citizens' Affairs Division within 14 days of moving.	○Moving-out certificate (you should receive this from the city hall or ward office in your previous place of residence.) ○My Number Card (if you have one) ○Resident Card (for everyone moving into Ibaraki with you)
When moving to Ibaraki City from abroad	Please notify the Ibaraki Citizens' Affairs Division within 14 days of moving.	○Resident Card (for everyone moving into Ibaraki with you)
When moving residence within Ibaraki City	Please notify the Ibaraki Citizens' Affairs Division within 14 days of moving.	○My Number Card (if you have one) ○Resident card (one is necessary for each person) ○Ibaraki City National Health Insurance Card (if you have one)
When moving out of Ibaraki City	Please notify the Ibaraki Citizens' Division 14 days before moving.	○My Number Card (if you have one) ○Resident Card (for people who are moving residence) ○Ibaraki City National Health Insurance Card (if you have one)
When moving overseas	Please notify the Ibaraki Citizens' Division 14 days before moving.	○My Number Card (if you have one) ○Resident Card (for people who are moving together) ○Ibaraki City National Health Insurance Card (if you have one) ○National Pension booklet (if you have one)

If you need a resident's document for someone with a formal relationship to you, such as a wife or child, you need to submit an official marriage certificate or birth certificate issued in your country (a copy is not acceptable).

The certificate must be translated into Japanese. Please write the name of the translator.

More information about the My Number system can be found on the Japanese government's Cabinet Office website.

You can find it on the "Information" page of our website.

Information is available in English, Chinese, Korean, Portuguese, Spanish, and more.

## A copy of your Certificate of Residence

Citizens' Affairs Division ☎ 072-620-1621

The certificate of residence contains your up-to-date address, and information about the people you're living with.

If you have completed Resident Registration at Ibaraki City Hall, you can receive the certificate of residence at the Citizens' Affairs Division.

There is a charge to pay when receiving the certificate.

Only you or someone living with you may pick up a copy of your certificate of residence.

In the event that you are unable to come in person, please contact the Citizens' Affairs Division.

You must bring some form of identification, such as your Resident Card, when collecting your certificate.

For more details, please contact the Citizens' Affairs Division.

# Health Insurance

## National Health Insurance

Health Insurance and Pension Division (Health Insurance) ☎ 072-620-1631

Everyone living in Japan must be enrolled in a medical insurance plan.

Enroll in medical insurance for receiving medical care.

This is required by law.

Non-Japanese people staying here for longer than 3 months must be enrolled.

People working for a company may be able to be enrolled in that company's health insurance plan.

Company employees' families may also be covered under the company's policy.

However, this may not be possible if you do not work enough hours at that company.

If you are not sure about your situation, please ask HR staff at your company.

If you do not have medical insurance from your company, you will be enrolled in the National Health Insurance Plan in the city in which you live.

If you have any questions about the different types of health insurance or are unsure which one you should enroll in, ask at the Health Insurance and Pension Division at City Hall.

To register for National Health Insurance, you must submit forms to Ibaraki City Hall.

For more details and help with these documents, please contact the Health Insurance and Pension Division.

After you submit the documents, you will receive a National Health Insurance Card as proof that you are enrolled in the system.

## National Health Insurance Fees

You must pay fees to be enrolled in National Health Insurance. This is known as the insurance premium.

If you do not pay the premium, you will not be able to access these services.

City Hall will calculate how much the premium for National Health Insurance will be for you and your cohabiting family.

After we calculate it, slips for the payment of insurance premiums will be sent by mail to the head of household.

## Please pay the insurance premium before the payment deadline.

The payment deadline will be written on the insurance payment form.

Insurance payment must be paid by the deadline given on the form.

If you are unable to pay for whatever reason, please consult with the Health Insurance and Pension Division without delay.

## How to pay the Health Insurance Premium

The insurance payment forms will be sent to your home address in the middle of the month after you enroll in National Health Insurance. Payments can be made by electronic money or can be paid in cash with the payment form at Ibaraki City Hall or any bank, post office, or convenience store.

You will receive the whole year's payment forms in one envelope, up to March of the following year.

There will also be one form included which lets you pay the whole year as a lump sum, should you wish.

## Notifying us of changes

In case of the following situations appropriate documents must be submitted to the Insurance Welfare Division of City Hall within 14 days.

For people enrolled in National Health Insurance:	Moving out of Ibaraki City to another city
	Moving out of Ibaraki City to go overseas
	Moving residence within Ibaraki City
	A change in the family members living at your address
	If someone enrolled in National Health Insurance passes away
	If a new family member is born
	If you enroll in the Livelihood Protection system
	If you enroll in a company's medical insurance plan
	If you lose your National Health Insurance card
For people NOT enrolled in National Health Insurance:	Moving to Ibaraki City from within Japan
	Moving to Ibaraki City from overseas
	If you leave the Livelihood Protection system
	If you leave a company's medical insurance plan

※ Livelihood Protection system is a system based on the Public Assistance Act that supports people who cannot work for various reasons or who have extremely low income so that they can live a minimum life.

When submitting documents, please bring your identification.

Contact the Health Insurance and Pension Division to find out what you need to bring.

# Health Insurance

## National Health Insurance services

If you need to go to a clinic or hospital because of illness or injury, your hospital fees will be less when you show your health insurance card. (The services available with National Health Insurance and a company's insurance are largely the same, although there are a few differences. For more details, please ask at your company, and at Ibaraki City Hall's Health Insurance and Pensions Division.)

**The percentage of the total costs that the user must pay at medical institutions varies depending on age.**

For infants and children who have not yet started elementary school, this figure is 20%.
From elementary school until the age of 69, it rises to 30%.
From age 70 to age 74, it is either 30% or 20%. (The percentage to be paid at this age is calculated based on each person's income.)

People aged 75 and above will no longer be enrolled in National Health Insurance, but will enter a separate insurance plan called "Public nursing care system".

When entering this system, you do not need to submit any documents to City Hall.

You will receive an Elder Senior Citizens Insurance Card from Ibaraki City Hall.

Available services and medical fees are subject to change when the laws of Japan are amended.

For more details, please contact the Health Insurance and Pension Division.

## High-cost medical expenses

In the event that any given month's medical expenses reach a certain level, you may receive a small refund.

If you pay more than this pre-determined amount, you will receive forms from City Hall's Health Insurance and Pension Division in the post.

Please gather all of the necessary items listed on the forms and submit them to the Health Insurance and Pension Division.

If you have any queries, please ask at the Health Insurance and Pension Division.

## One-off payments for childbirth and childcare

When a person enrolled in the National Health Insurance gives birth, she can receive a payment.

After the 12-week mark of pregnancy, it is also possible to receive a payment in case of stillbirth.

In order to receive this payment, you must complete the necessary steps.

You can process the application at the hospital at which your baby is born. Please ask at your hospital for more information.

If you do not submit your application within a two-year-period after the birth, you will no longer be able to receive this payment.

For more details about what you need to complete the procedure, please contact the Health Insurance and Pension Division of Ibaraki City Hall.

## If you are injured by a third party (traffic accidents etc)

If a person enrolled in the National Health Insurance system is injured by another person, such as being hit by a car, services of the National Health Insurance system cannot be used to cover those injuries.

If you are injured due to the fault of a third party, please be sure to consult with the Health Insurance and Pension Division.

## Funeral costs

If a person enrolled in National Health Insurance passes away, it is possible to receive 50,000 yen for funeral costs.

The application for this cover must be made within 2 years from the day of the funeral.

The cover cannot be paid without an application.

For more details about what you need to complete the procedure, please contact the Health Insurance and Pension Division of Ibaraki City Hall.



## Taxes

Taxes must be paid by individuals and companies in order to fund services provided by the national, prefectural, and city governments.

Everyone living in Japan is required to pay tax.

## Types of Tax

### ①Income Tax

Anybody who makes an income must pay tax to the National Government.

Income – known as shotoku (所得) – refers to your total money earned – known as shuunyuu (収入) – minus necessary expenses.

### ②Prefectural Citizen Tax

"Prefectural Citizen Tax" is paid to the Prefectural Government in any given year by any individual or company who has an address in Osaka Prefecture on the 1<sup>st</sup> of January of that same year.

### ③Municipal Tax

"Municipal Tax" is paid to the City Government in any given year by any individual or company who has an address in Ibaraki City on the 1<sup>st</sup> of January of that same year.

### ④Fixed Property Tax · City Planning Tax

Anyone who owns land or buildings within Ibaraki City on the 1<sup>st</sup> of January of a given year is also subject to pay tax to Ibaraki City in that same year.

### ⑤Vehicle Tax

Car owners must pay Vehicle Tax to Osaka Prefecture.

### ⑥Light Vehicle Tax

Owners of motorcycles or keijidousha (a class of car of a maximum 660 cc, also known as "K-cars") must pay Light Vehicle Tax to Ibaraki City.

### ⑦Consumption Tax

There is also a Consumption Tax levied on all goods and services purchased.

Consumption Tax will be charged at point of sale.

There is also a tax levied on the purchase of motor vehicles and real estate (including land and buildings).

Taxes that must be paid to Ibaraki City include numbers 3), 4), and 6).

## ③Municipal Tax      Municipal Tax Division ☎ 072-620-1614

Municipal Tax is to be paid in a given year by any individual or company with an address in Ibaraki City on the 1<sup>st</sup> of January of that same year.

It must be paid by anyone who received an income in the previous year. The amount of tax to be paid is determined by law.

Anyone who receives an income must declare their earnings to the Ibaraki Tax Office (an office of the National Government which deals in fiscal affairs).

Your taxes will be calculated after you declare your earnings.

For more details on when and how to declare your earnings, contact the Ibaraki Tax Office, or the Municipal Tax Division of Ibaraki City Hall.

If your company is handling your tax and declares your income to the Tax Office for you, you do not need to declare your own income.

If your company is deducting taxes from your wages and paying them in your stead, you do not need to pay taxes to Ibaraki City. Income Tax and Prefectural Citizen Tax are dealt with by your company in the same way.

If you do not work for a company, or if you have your own company or shop, you must pay taxes yourself.

Tax payment forms with details of the payable amount will be sent to your home address.

The amount of Prefectural Citizen Tax payable will also be included.

Please pay with electronic money, or take cash and the payment slip to City Hall, a bank, post office or convenience store to pay the tax.

Details of places where you can pay will be written on the payment forms.

Please pay your Municipal Tax and Prefectural Citizen Tax together.



# Taxes

## ④ Fixed Property Tax • City Planning Tax      Property Tax Division ☎ 072-620-1615

Anyone who owns land or buildings within Ibaraki City on the 1<sup>st</sup> of January of a given year is also subject to pay tax to Ibaraki City in that same year.

The tax will vary depending on the size and location of the house and land.

City Hall will inform you once a year of the amount payable.

Tax payment forms with details of the payable amount will be sent to your home address.

Please pay with electronic money, or take cash and the payment slip to City Hall, a bank, post office or convenience store to pay the tax.

Details of places where you can pay will be written on the payment forms.

## ⑥ Light Vehicle Tax      Municipal Tax Division ☎ 072-620-1614

Anyone who, on the 1<sup>st</sup> of April of any given year, owns a motorcycle and a keijidousha (a class of car of a maximum 660 cc, also known as "K-cars") must pay tax to Ibaraki City in that same year.

City Hall will inform you once a year of the amount to be paid.

Tax payment forms with details of the payable amount will be sent to your home address.

Please pay with electronic money, or take cash and the payment slip to City Hall, a bank, post office or convenience store to pay the tax.

Details of places where you can pay will be written on the payment forms.

There are several more tax rules to be aware of.

For more details about 3) and 6), please contact the Municipal Tax Division.

For more details about 4), please contact the Property Tax Division.

For more details, or if you have questions about any other taxes, please contact the Ibaraki Tax Office run by the National Government.

You can also find information, in both Japanese and English, on the Government's National Tax Agency website. A link to the National Tax Agency website can be found on the "Information" page of our website.

## Each tax is subject to be paid by the deadline.      Tax Collection Division ☎ 072-620-1616

The deadline will be written on each payment form.

Please make sure to pay with electronic money, or take cash and the payment slip to City Hall, a bank, post office, or convenience store to pay the tax by this deadline.

If you are late with your payments, the amount you must pay is liable to increase.

If you are unable to pay for whatever reason, please contact the Tax Collection Division without delay.

## Tax Forms (Documents to show how much tax you have paid)      Municipal Tax Division ☎ 072-620-1614

The necessary tax forms and forms to show the yearly salary can be picked up at City Hall.

There is a fee for receiving these documents.

For more detailed information please contact the Citizens' Tax Division of City Hall.

To receive the forms an ID, such as your resident card or driver's license is necessary.

# Pension

## National Pension

Health Insurance and Pension Division (National pension) ☎ 072-620-1632

National pension is the system where you can claim pensions when you retire because of old age, if you are forced out of work through a disability caused by illness or injury, or if the head of your household passes away.

Everyone between the ages of 20 and 59 living in Japan must, by law, enroll in and pay premiums towards the National Pension system.

This law extends to non-Japanese people.

If you are unable to pay the premium for whatever reason, please contact the Pension Counter at Ibaraki City Hall's Health Insurance and Pension Division without delay.

If you are enrolled and have paid premiums into the system, you are eligible to receive pension payments.

You must have been enrolled in National Pension for a specified minimum length of time in order to be eligible for pension payments.

You also must have been up-to-date with your premiums for this period.

## There are 3 different enrollment policy types for National Pension.

### (1) Category 1 insured person

Category 1 insured person: people who are neither Category 2 nor Category 3 insured person.

A Category 1 insured person should, after completing resident registration at Ibaraki City Hall, enroll in National Pension at the City Hall's Health Insurance and Pension Division.

The pension payment forms will be sent to your home address by the Japan Pension Service, who handle all money paid into the pension system.

Bring your payment forms and money to a bank, post office, or convenience store, where payment can be made.

You can also pay online.

If you have any queries or are unable to pay for whatever reason, please contact the Pension Counter at the Health Insurance and Pension Division at City Hall.

### (2) Category 2 insured person

Category 2 insured person: people who are enrolled in Employees' Pension Insurance (a policy provided by the company you work for).

People who work at a company or in a factory will be enrolled in the Employees' Pension Insurance system.

If you are enrolled in Employees' Pension Insurance, you are also enrolled in the National Pension system.

Premiums for both pension systems will be deducted from your salary.

If you cease to be employed by your company, you must submit documents to the Pension Counter of the Health Insurance and Pension Division at City Hall.

### (3) Category 3 insured person

Category 3 insured person: spouses of Category 2 insured person (those enrolled in Employees' Pension), who are being supported by of their spouse. These people should go complete the enrollment procedure through their spouse's company.

A Category 3 insured person, by default, does not pay insurance premiums.

The insurance premiums will be paid for all dependents through the Employee's Pension Insurance.

If your spouse ceases to be employed by their company, you must submit documents to become the Category 1 insured person to the Pension Counter of the Health Insurance and Pension Division at City Hall.

After you enroll in a pension system, you will be sent a Pension Handbook at your home address.

When you enter the pension system you will be sent a universal pension number.

This handbook is important; please do not throw it away.

# Pension

■ People enrolled in National Pension are eligible to receive pension payments from the government in the following 3 situations:

## 1) Old-age Basic Pension

People who have paid into the pension plan for longer than 10 years are eligible to receive pension payments from the age of 65 onward.

## 2) Disability Basic Pension

If, after enrolling in National Pension, you suffer from an illness or injury which leaves you disabled, you may be eligible to receive pension payments. This does not apply to all situations; there may be cases where you are not eligible.

## 3) Survivors' Basic Pension

This is pension money paid to the bereaved family if the head of household passes away.

People who can receive these payments include 1) The spouse of the deceased, in the case that the spouse is left to care for dependent children from the relationship with the deceased, and 2) Children of the deceased. This does not apply to all situations; there may be cases where you are not eligible.

## Lump-sum Withdrawal Payments

Non-Japanese people who have been paying into the National Pension system for 6 months or longer may, upon leaving Japan, receive back a part of the money paid in.

You must apply for this payment within 2 years of leaving Japan.

For more details about the application procedure, visit the Japan Pension Service website.

Please inquire about this procedure before you leave Japan.

## About international social security agreements

It is possible to combine the period during which you have paid into the Japanese pension system with the period you have spent paying into pension systems overseas.

This procedure varies by country; check the Japan Pension Service website for more information.

## Where to ask if you have questions about pension

Any queries about National or Employees' Pension can be directed to a Pension Office of the Japan Pension Service.

There are Pension Offices where you can receive assistance in a foreign language.

## Pension Information

Information on pensions can be found on the Japan Pension Service website.

It is available in English, Chinese, Korean, Portuguese, Spanish, Indonesian, Filipino, Thai, Vietnamese, Myanmar, Cambodian, Russian, Nepali and Mongolian.

You can find a link to the Japan Pension Service website on the "Information" page of our website.

# Birth . Death . Raising Children

## When you discover that you are pregnant

Child Support Center ☎ 072-624-9301

When you discover that you are pregnant, please pay a visit to Ibaraki City Child Support Center

The Center is on the second floor of ONIKURU, across from City Hall.

At the center, you will receive a book of tickets and a notebook that you will use throughout pregnancy and after childbirth.

- the Maternal and Child Health Handbook, which is used to note the condition and progress of the mother and baby.
- the Prenatal Care Checkup Ticket, which entitles you to reduced medical costs when receiving prenatal care at medical institutions.

- Mother's Health Checkup Consultation Ticket, which entitles you to reduced medical costs when going to the Public Health nurses and midwives can be found at the Child Support Center

- Infant Health Checkup Ticket (A ticket for you to have your baby's medical checkup at lower cost)

The public health nurses and midwives can provide information and services regarding pregnancy, birth, and care of babies. So please ask the public health nurses or midwives any questions you may have regarding pregnancy, birth or care of babies. You can also ask questions by email.

The public health nurses and midwives are also available for home visits after the birth.

Please inform the public health nurse or midwife of any problems or difficulties you may be having.

## Lump-sum Payments for Childbirth and Childcare

Health Insurance and Pension Division  
(Health Insurance) ☎ 072-620-1631

If you inform us that you have given birth while enrolled in National Health Insurance, you can receive a lump-sum support payment.

After the 12-week mark of pregnancy, it is also possible to receive a payment in case of stillbirth.

You can process the application at the hospital at which your baby is born. Please ask at your hospital for more information.

People who are enrolled in National Health Insurance can contact the Health Insurance and Pension Division of City Hall for more information.

If you do not submit your application within a two-year period after the birth, you will no longer be able to receive this payment.

If you are registered in a company's health insurance plan, please ask the HR staff at your company.

## A registration of birth

Citizens' Affairs Division ☎ 072-620-1621

A birth registration must be submitted to Ibaraki City Hall within 14 days of the birth.

The documents you must submit are called shusshou todoke (出生届), or a Birth certificate.

We would advise that you look into the details of these documents before giving birth.

If your baby's father or mother is a foreign national, you must also go to the embassy or consulate of parent's country.

All babies that are not Japanese nationals must be processed by the Immigration Services Agency.

Please inquire at the Immigration Services Agency and the embassy or consulate of your country regarding the forms that are necessary for the processing.

## Childcare Allowance

Child Policy Division ☎ 072-620-1625

People bringing up children are eligible to receive support payments.

This money is known as Childcare Allowance. It is available up to the point that your child leaves junior high school (age 15).

You must submit documents to City Hall in order to receive Childcare Allowance.

Please submit these documents to the Child Policy Division within 15 days of the birth of your child.

If you are late in submitting the documents, the amount of money that you will receive may decrease.

### Amount of allowance provided

Age of the child	Amount of the Childcare Allowance (Monthly amount of the allowance per child)
From birth to age 2	¥15,000 per month
From age 3 to the end of junior high school	¥10,000 per month

# Birth . Death . Raising Children

The amount you are eligible to receive varies depending on the age of your child.

If you have 3 or more children, the amount you can receive may increase.

Ibaraki City will pay the money directly into your bank account. The payments will be made in 3 annual installments.

The amount you are eligible to receive may also decrease depending on the size of the parents' salaries.

You may receive less or none if you or your spouse is earning more than income limits.

For more details, please contact the Child Policy Division.

## Children's Health Insurance

Health Insurance and Pension Division  
(Health Insurance) ☎ 072-620-1631

When a new child is born, the child will be enrolled in a health insurance policy.

This is often the same policy in which the parents are enrolled.

If the father and mother are enrolled in National Health Insurance, please contact Health Insurance and Pension Division for more information.

If you are enrolled in your company's health insurance plan, please ask the HR staff at your company for more information.

If you have the hospital receipts for payment (baby's medical care), please keep them.

You may be eligible for a refund on insurance payments at a later date.

When you have to deal with any forms labelled kodomo iryou (こども医療) - Children's Medical Support - please show the receipts for payment to the Child Policy Division of City Hall.

## Children's Medical Support

Child Policy Division ☎ 072-620-1625

Children's Medical Support service grants reduced fees for children going to a clinic or hospital.

Prescriptions can be filled at no cost.

Children from age 0-18 can receive the services of the Children's Medical Support System.

In order to receive this service, you must submit documents to the Child Policy Division of City Hall.

After you have received the children's Health Insurance card, please bring it to City Hall and show it at the Child Policy Division.

You may need to provide several different documents; make sure to check what you need at the Child Policy Division.

After submitting the documents, you will receive a Children's Medical Costs card.

When going to a clinic or hospital or pharmacy, bring both the Children's Health Insurance card and the Children's Medical Costs card.

On the occasion that you cannot use Health Insurance services, you will also be unable to use Children's Medical Support services.

For more details, please contact the Child Policy Division.

## Vaccinations

Child Support Center ☎ 072-624-9301

It is important to vaccinate your children to protect against diseases.

Vaccinations required by the City Hall are supplied at no cost.

This number includes many vaccinations.

The timing of the vaccinations is also predetermined.

Vaccinations will begin at 2 months of age.

They will take place at an institution decided by the City Hall.

To find out which vaccinations will be given, ask at the Children's Health Center.

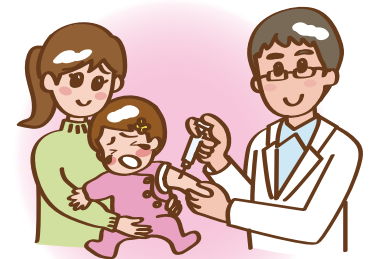
We advise that you ask about this before the birth.

You can also find literature on the vaccinations at City Hall.

If you do not pick up these documents at City Hall, we will send them to your home address after the birth of your child.

If you do not receive these documents in the post, please tell the staff at the Children's Health Center. They will be glad to post them on to you.

Please contact the Children's Health Center for more details.



Nurseries • Kindergartens • Certified Centers for Early Childhood Education and Care • Small-scale Childcare facilities • In-office Childcare facilities  
Nursery School and Kindergarten Business Division ☎ 072-620-1638

### ■ ① Nurseries

Hoikusho (保育所) -Nurseries- are places that take care of young children for working parents and guardians or for those who are unable for some reason to watch the children at home.

They are available for use for children between the ages of 0 and 5.

Hoikusho nurseries may be unable to accept children of parents who don't meet the minimum number of working hours..

# Birth . Death . Raising Children

## ■ ② Kindergartens

Youchien (幼稚園) – kindergartens – are available for children between the ages of 3 and 5.

They provide basic education for children before they enter elementary school.

Youchien kindergartens are available even to children whose parents or guardians do not work.

There is a difference in the hours that hoikusho nurseries and youchien kindergartens are able to look after your children.

## ■ ③ Certified Centers for Early Childhood Education and Care

There are also some places which act as a combined hoikusho and youchien. They are called nintei kodomo-en (認定こども園) – Certified Centers for Early Childhood Education and Care.

The hours during which these centers can take care of children vary depending on whether or not the parents or guardians work.

## ■ ④ Small-scale Childcare facilities · In-office Childcare facilities

They are available for use for children between the ages of 0 and 2.

Both are places where young children can be looked after when their parents or guardians are unable to watch them at home, the same as Hoikusho.

In order to enroll in ①~④, you must submit forms to the Nursery School and Kindergarten Business Division at City Hall.

The number of children who can be enrolled at any given time is limited.

Positions at the popular nursery schools fill up quickly, so even after submitting your paperwork and request for enrollment, your child may not be accepted right away.

You must pay fees for your child to attend nursery school.

The amount of the fee varies based on the amount of Municipal Tax of the parents or guardians.

You can check about "Municipal Tax" on the page of tax.

For more details, contact the Nursery School and Kindergarten Business Division of City Hall.

## After-school Childcare rooms      After-school Childcare Division ☎ 072-620-1801

After-school Childcare rooms are available for children whose parents or guardians are working past normal school hours, and are unable to look after their children after school finishes.

Children can be looked after at After-school Childcare rooms provided by elementary schools.

These are available for students from the 1st through 3rd grades of elementary school.

You must pay fees for your child to use the After-school Childcare service.

The fee varies based on the amount of Municipal Tax paid by the parents or guardians.

You can check about "Municipal Tax" on the tax page.

If you want to use the service, you must submit several documents to the After-school Care Division of City Hall.

Each school's service has a limit on the number of children who can be enrolled at any given time.

If the number of people wanting to enroll is too large, it may not be possible to enroll your child straight after submitting the paperwork.

The rooms are available Monday to Friday, from the end of school until 5pm.

Children can also attend on Saturdays between 8:15am and 5pm if their parents or guardians have work on that day.

If you have to work late, it is possible to have your children looked after until 7pm.

You have to pay an additional fee for additional time.

If you finish work between 5 and 7pm, you must pick up your child from school yourself.

For more details, please contact the After-school Childcare Division at City Hall.

## The Japanese education system      Educational Affairs Division ☎ 072-620-1684 School Education Promotion Division ☎ 072-620-1683

### ■ School life support for Japanese returnees and international students coming to Japan – Osaka Prefectural Board of Education

This information is for students and parents of students who are coming from overseas and will enter the Japanese school system.

You can learn about the Japanese education system here.

Information is available in Japanese, Chinese, Korean, English, Indonesian, Russian, Vietnamese, Portuguese, Spanish, Filipino, Thai and Nepali.

You can find the information on the website of "International Students School Life Support Information".

# Birth . Death . Raising Children

- **System providing financial assistance on entering school**  
This is a service to provide children with financial assistance for school fees and school lunch fees.  
Please submit the necessary forms to the school your child will be attending.  
These forms are provided by the school. There are several eligibility criteria to receive this service.  
For details please inquire at your child's school or at the Educational Affairs Division of City Hall.
- **School supplies allowance for pupils entering elementary school**  
This service provides a portion of the money you need to prepare for elementary school.  
To receive this grant, please hand in your documents at the Educational Affairs Division in the city hall.  
Please pick up the necessary forms at the Educational Affairs Division.  
There are several application requirements to receive this service. For more information, please contact the Educational Affairs Division.
- **School supplies allowance for pupils entering junior high school**  
This service provides a portion of the money you need to prepare for junior high school.  
To receive this grant, please hand in your documents at the Educational Affairs Division in the city hall by the end of February of your child's 6th grade year.  
Please pick up the necessary forms at your child's school or at the Educational Affairs Division.  
There are several application requirements to receive this service. For more information, please contact the Educational Affairs Division.
- **Tuition for High School/School uniform allowance for High School**  
There is also financial assistance available for some of the high school fees.  
This service is only available for households that are exempt from paying taxes.  
To find out if your household is exempt from paying taxes, please inquire at the Tax Division of City Hall.  
When applying for this service please submit the forms to the Educational Affairs Division of City Hall.  
Please pick up the necessary forms at the Educational Affairs Division.  
There are also other rules that apply when requesting this financial assistance.  
For more detailed information please inquire at the Educational Affairs Division.

If you have any questions regarding enrollment in elementary or junior high schools in Ibaraki City, please ask at the Educational Affairs Division at City Hall.

If you have any queries about Japanese language support for students at elementary or junior high schools in Ibaraki City, please ask at the School Education Promotion Division at City Hall.

## A registration of a death

Citizens' Affairs Division ☎ 072-620-1621

After a death, certain documents must be submitted to the Citizens' Affairs Division of City Hall.

The document that is needed is the Death certificate.

This must be submitted within 7 days of the death.

Please inquire at the Citizens' Affairs Division about what documents are necessary before going in person.

If the death is of a foreign national the embassy or consulate of the person's country must also be contacted.

If the person who died has a resident card the Immigration Services Agency must also be notified.

To find out what documents are necessary please inquire at the embassy or consulate and Immigration Services Agency.

## Bereavement Advice Counter

Civic Life Consultation Division ☎ 072-620-1603

There is a specific counter at the City Hall to take care of this process.

An appointment is necessary.

This section is in the Information room on the first floor of the south wing of City Hall.

It is open Monday through Friday from 9:15-16:00.

How to make the reservation

The number for making the reservation is 072-647-2919.

Or the reservation can be made online.

Civic Life Consultation Counter (first floor of the south wing)

For those who would like more details about reserving online please look at this QR code.

For information about the necessary documents please inquire at the Civic Life Consultation Division of City Hall.

For using the  
Bereavement Advice Counter





# How to Dispose of household waste

## Household waste disposal regulations

Environmental Business Division ☎ 072-634-0351

There are set days on which you can dispose of household waste.

These days will vary depending on the area in which you live.




Please make sure to dispose of your rubbish on the set day, in the set location.

The kind of waste you can dispose of on a given day varies by location.

There are also limits on the time period during which you can dispose of waste.

You have to dispose by 8:00am on the set day.

You can use any clear plastic bags to dispose of your waste. The contents of the bag should be visible.

Normal waste	Small-scaled oversized waste	Large-scaled oversized waste	Cans•Bottles•Plastic Bottles	Used paper• Used cloth
Please throw these away at the disposal area for normal garbage.	Please throw these away at the disposal area for oversized garbage.	Please throw these away at the disposal area for oversized garbage.	Please put out things that can be recycled.	Please put out things that can be recycled.
Twice a week	Once a month	Once a month	Twice a month	Once a month
Waste with its longest side (vertically or horizontally) under 30cm.	Waste with its longest side (vertically or horizontally) between 30cm and 99cm.  *Not including cans, glass or plastic (PET) bottles that contained food, drink, or cosmetic products.	Waste with its longest side (vertically or horizontally) 100cm or longer.	Food and drink product cans, glass, and plastic (PET) bottles.  Bottles that contained cosmetic products.	Used paper (newspapers, books etc) Used cloth (old clothes, etc) *Soiled items are considered normal waste.
Use clear plastic bags to dispose of waste. The bag should be no larger than 45 litres in volume.  	Wrap any dangerous or broken glass in paper, and affix a piece of paper stating “ガラス” or “がらす” in Japanese (katakana or hiragana).  Disposing of a large amount of waste may incur a fee.	Please do not dispose of small-sized waste, cans, glass, plastic bottles, etc.  Disposing of a large amount of waste may incur a fee.	Use water to wash out all cans, glass containers, and plastic bottles.  	Tie up any bundles of paper with string. Use a clear plastic bag when disposing of fabric and clothes.  

## Waste that cannot be collected

There are some items that we are not able to collect.

- 1) Computers
- 2) Air conditioners, televisions, refrigerators, freezers, washing machines, tumble dryers

In addition to the above, we cannot handle certain types of waste, including any dangerous items.

If you are unsure if you can dispose of an item, please contact the Environmental Business Division at City Hall. ☎ 072-634-0351

You can see how to dispose of garbage in information section of the website.

Information is available in English, Chinese and Korean.

# Use of Water

## Using the water service after moving to Ibaraki City Waterworks Department Business Division ☎ 072-620-1691

When you move into Ibaraki City and want to use water service, please apply to the Waterworks Department Business Section.

You can apply by phone, postcard, or through the Ibaraki City website.

You should apply promptly after moving, even if you were able to use the water before registering.

To apply for water service, you need to inform us of your address, your name, your phone number and the date to start the service.

Then you will be sent a postcard from the Waterworks Department.

If you don't receive this postcard, please contact the Waterworks Department Business Division by phone.



## Paying your water utility bills Waterworks Department Business Division ☎ 072-620-1691

You must pay a fee to use the water service.

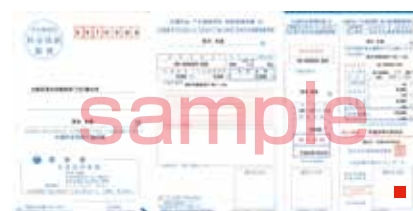
The Waterworks Department checks how much water you use in two month period and calculate your water bill.

After checking, "the notice of payment (a sheet to be used for the payment)" will be sent to your address from the Waterworks Department.

There you will find two months' worth of water bill, so please pay two months' total at one time.

The water utility bill can be paid by electronic money, or can be paid in cash

You can either pay electrically or take "the notice of payment" and the money to a bank or a convenience store near you house and make the payment.



## Cancelling the water service Waterworks Department Business Division ☎ 072-620-1691

To stop using water in Ibaraki City, please call the Waterworks Department Business Section, or inform us through the city website.

There, you will be asked to give us your address, your name, your phone number and the date to stop the service.

When you move within Ibaraki City, please also inform the City Waterworks Department Business Division.

## If you encounter problems with the water service Waterworks Department Engineering Division ☎ 072-620-1692

If you encounter problems with the water service, you can contact either:

- a Designated Licensed Contractor for Water Supply Equipment
- the Waterworks Cooperative Association (Suido Kojigyo Kyodo Kumiai) Repair Team.

Designated Licensed Contractors for Water Supply Equipment are plumbing and water pipe repair companies which are checked and verified by Ibaraki City.

They may not be available at night or on holidays.

There are many such companies verified by Ibaraki City.

You are free to choose any of these companies.

We advise that you check 2 or 3 companies and compare their prices.

Make a decision after this step.

The waterworks Cooperative Association Repair Team may be contacted if you need urgent repairs done outside of normal working hours.

You should contact them if you need urgent repairs done out of normal hours.

Waterworks Cooperative Association (Suido Kojigyo Kyodo Kumiai) Repair Team

TEL : 072-626-2300

You should also contact a Designated Licensed Contractor for Water Supply Equipment if you are planning to install a new plumbing system or extending an existing one.

For more details, contact the Waterworks Department Engineering Division.

You can find the names and the phone numbers of the companies verified by the city Department Engineering Division website.

MEMO

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MEMO

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### Phone numbers of each division of City Hall

	Name of division	Telephone
General Affairs Department	General Affairs Division	072-620-1611
	Crisis Management Division	072-620-1617
	Personnel Division	072-620-1601
	Legal Affairs and Compliance Division	072-620-1606
	Municipal Tax Division	072-620-1614
Planning and Finance Department	Property Tax Division	072-620-1615
	Tax Collection Division	072-620-1616
	Policy Planning Division	072-620-1605
	Finance Division	072-620-1612
	Assets Utilization Division	072-655-2754
Civic Life and Culture Department	Contract and Construction Inspection Division	072-620-1613
	DX Promotion Team	072-647-2915
	Information System Division	072-620-1607
	City Promotion Division	072-620-1602
	Community Promotion Division	072-620-1604
Welfare Department	Civic Life Consultation Division	072-620-1603
	Cultural Promotion Division	072-620-1810
	Sports Promotion Division	072-620-1608
	Citizens Affairs Division	072-620-1621
	Human Rights and Gender Equality Division	072-620-1640
Public Health and Medical Department	Civic Partnership Division	072-655-2757
	Community Welfare Division	072-620-1634
	Welfare Counseling Division	072-655-2758
	Welfare Division	072-620-1635
	Disabled Persons Welfare Division	072-620-1636
Child-Nursing Department	Welfare Guidance and Audit Division	072-620-1809
	Medical Policy Division	072-655-2756
	Longevity Care Division	072-620-1637 072-620-1639
	Health Insurance and Pension Division (Health Insurance)	072-620-1631
	(Elderly Medical Care)	072-620-1630
Urban Development Department	(National Pension)	072-620-1632
	Child Policy Division	072-620-1625
	Child Development Support Division	072-620-1633
	Nursery School and Kindergarten General Affairs Division	072-655-2753
	Nursery School and Kindergarten Business Division	072-620-1638
Construction Department	After-school Childcare Division	072-620-1801
	Commerce, Industry, and Labor Division	072-620-1620
	Agriculture and Forestry Division	072-620-1622
	Environmental Policy Division	072-620-1644
	Resources-Recycling Division	072-620-1814
Board of Education	Urban Policy Division	072-620-1660
	Residence Policy Division	072-655-2755
	Examination Control Division	072-620-1661
	Northern Part Development Division	072-620-1609
	Urban Redevelopment Division	072-620-1821
Board of Education	Land Procurement Division	072-620-1663
	Construction Management Division (General Affairs and Clarification)	072-620-1650
	(Cadastral Survey)	072-655-2751
	Transportation Policy Division	072-647-2916
	Streets Division	072-620-1651
Board of Education	Construction Division	072-620-1653
	Parks and Greening Division	072-620-1654
	Sewerage General Affairs Division	072-620-1665
	Sewerage Facilities Division (Engineering)	072-620-1664
	(Management and Drainage Facilities)	072-620-1667
Board of Education	Office of Treasurer	072-620-1669
	General Affairs Division for Assembly Secretariat	072-620-1670
	Proceedings Division	072-620-1671
	Educational Policy Division	072-620-1680
	Educational Affairs Division	072-620-1684
Board of Education	Facilities Division	072-620-1682
	History and Cultural Properties Division	072-620-1686
	School Education Promotion Division	072-620-1683
	School Personnel Division	072-620-1823
	Auditors Secretariat	072-620-1676
Board of Education	Electoral Commission Secretariat	072-620-1675
	Agricultural Commission Secretariat	072-620-1677

### Other relevant buildings

- Civic Activity Center (Citizens Synthetic Center)  
☎ 072-623-8820
- Consumer Service Center (Citizens Synthetic Center)  
☎ 072-624-0799
- Health and Medical Center  
☎ 072-625-6685
- Child Support Center ☎ 072-624-9301
- Child-rearing Service Division  
☎ 072-624-9301
- Toyokawa Inochi Ai Yume Center  
☎ 072-643-2069
- Sawaragi Inochi Ai Yume Center  
☎ 072-635-7667
- Sojiji Inochi Ai Yume Center  
☎ 072-626-5660
- Men & Women Symbiosis Center "Rose WAM"  
☎ 072-620-9920
- Environmental Business Division (Environmental Sanitation Center) (Collection Section) ☎ 072-634-0351 (Disposal Section) ☎ 072-634-1627
- Education Center (Citizens Synthetic Center)  
☎ 072-626-4400
- Social Education Promotion Division (Kamichujo Youth Center) ☎ 072-622-5180
- Lifelong Learning Center Kirameki  
☎ 072-624-8182
- Chuou kouminkan ☎ 072-622-1256
- Central Library ☎ 072-627-4129
- Waterworks Department (Welfare & Culture Hall) ☎ 072-620-1690
- Fire Department ☎ 072-622-6955

**Webpage URL** <https://www.city.ibaraki.osaka.jp/>

Issued on April 1, 2023 (2023.11 Partial Revision)  
 Edited and published by the Cultural Promotion Division of the Civic Life and Culture Department  
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植物油インキを  
使用しています。

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