

# Guidebook to Living in Eniwa City



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# Welcome to Eniwa City!

Welcome to Eniwa City! In Eniwa City, there are more than 500 foreign residents from 30 different nationalities, including those who came here for work, study, with their families, or decided to live in Japan for a long time.

Although it is not a large city, it has a lot of nature, beautiful sceneries, and is a comfortable place to live. We are sure that there are many things you may not know about living in the city when you just arrive here. So, be sure to check our "Guidebook on Living and Working in Eniwa".

Also, our citizens are looking forward to meeting you. Feel free to join our cross-cultural activities and other events.

## Introduction of Eniwa City

### Population and Land Area

With a population of 70,069 (as of the end of March, 2023), the population of Eniwa City is increasing slightly every year.

The area is 294.65Km<sup>2</sup>, about 45% of which is national forest, 23% is Self-Defense Forces training grounds, 15% is agricultural land, and 5% is urban area.

### Temperatures and Rain/Snow

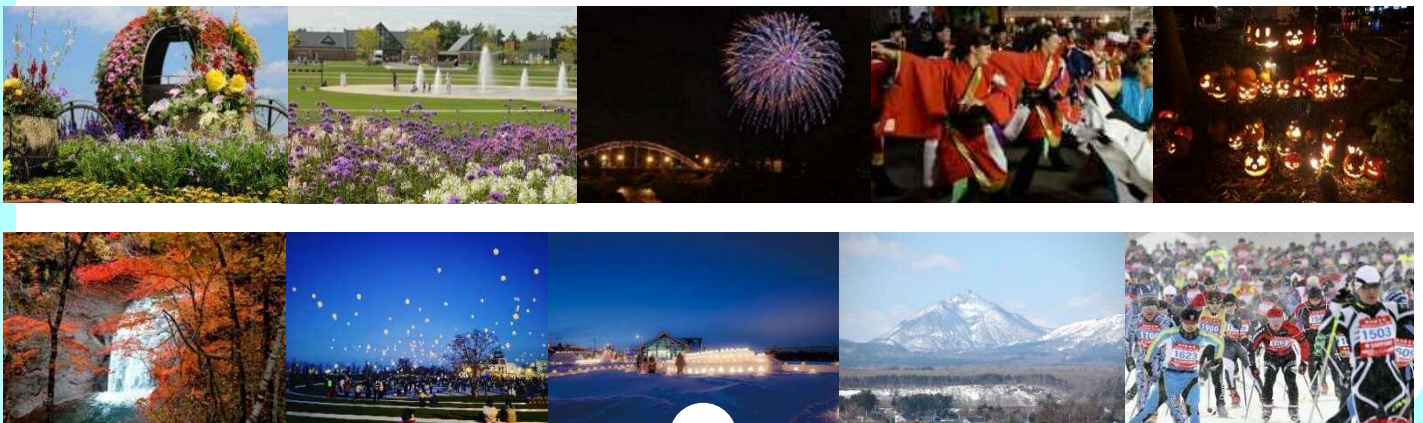
The average temperature is 7.4°C, with highest temperature recorded at 33.1°C and lowest at -23.8°C.

Annual precipitation is 1104.1 mm. In addition, the highest snowfall record is 133 cm.

Eniwa City is an area with cool summers and little snowfall in winter. It is also an area that is less affected by typhoons.

### Seasons and Events in Eniwa City

In Eniwa City, there are four seasons and seasonal events as shown in the pictures. We hope you can enjoy a variety of experiences here.





# Cultural Differences

Here are some tips on the importance in building good relationships with the Japanese

## Punctuality is important

In Japan, it is important to be punctual. Please do not be late for work, appointments with friends, hospital appointments, school, etc.



## Pay attention to vague expression

In Japan, in order to maintain good relationships with others, we are conscious of not hurting them. Therefore, we sometimes do not express our true feelings in words. For example, when you suggest, "Why don't we all go out next Saturday?" Someone may respond by saying "I'll think about it". Even if the person does not want to go, he or she may respond in this way. Thus, please pay attention to what people say since it may differ from how they really think.



## Relationships with People

Some Japanese need time to get to know each other well. Therefore, even when you get to know them, they may keep some distance from you. Once you get to know each other better, you may start talking about many things and going out together.



## Let's use polite expression(Keigo) !

Communication may become smooth when you can use polite expression. In Japan, we often use "Keigo" to talk to elderly people, company bosses, and people we meet for the first time. Keigo are not absolutely necessary and are very difficult to use. But keigo can be useful in many situations and for conversing with Japanese.





# Beware of crime!

Although Japan is said to be safe, there is still crime, so please be careful.

## Keep your doors locked

- Lock your doors when you leave the house. Close the windows too.
- You should also lock the door even if you are at home.
- If you are alone and a stranger comes to your door, do not let them into the doorway. Use the chain on the door if a stranger comes.



## Be very careful at night!

- When you are at home, you should draw the curtains at night.
- When walking on the streets at night, be aware of your surroundings. Also, choose well-lit streets if possible.
- The possibility of encountering perverts and thieves is higher at night. Therefore, it is better to carry a security buzzer.



## Be careful when using social network

- It is risky to put a lot of personal information on social networking sites, so please be careful.



## If you feel in danger

Ask for help from the people nearby.

If there are stores, police stations, or people walking around nearby, ask them for help.

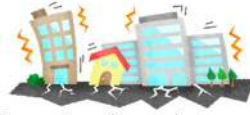


# About Disasters

There are many earthquakes and other natural disasters in Japan. Be well prepared in advance.

## When an earthquake strikes

- First, watch out for falling furniture. Protect yourself from furniture by hiding under a desk.
- Next, open windows and doors to create an escape route. Doors may not open during an earthquake.
- Turn off the stove. If a fire breaks out, yell out to your family. If you cannot put out the fire, call 119 (fire department) by phone after you evacuate.
- After a disaster, use the TV or Internet to gather information.



Get under a desk/table



Please evacuate to a safe location.

Special alert warning issued for the Eniwa city. Please exercise the highest level of caution.

### Eniwa City Disaster Prevention Guidebook

Check the "Eniwa City Disaster Prevention Guidebook" to be prepared in case of a disaster.



[https://www.city.eniwa.hokkaido.jp/material/files/group/3/gaidobukku\\_sassi.pdf](https://www.city.eniwa.hokkaido.jp/material/files/group/3/gaidobukku_sassi.pdf)



### Where is your evacuation site?

Check the evacuation site near your house in advance.

**(Please confirm it and fill in)**

Your evacuation site is

## Prepare an emergency kit

It is important to have food and water ready before a disaster strikes. When the disaster strikes, you may not be able to get help, so keep more water and food at home.

It will be convenient during evacuation if you keep water and food in an emergency kit.

It is better to prepare water, food, towels, tissues (toilet paper), and the medicines you usually take.





# Watch out for traffic accidents!

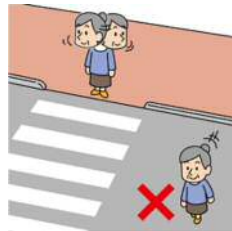
Hokkaido has more accidents than any other regions.

## Basic Traffic Rules - Follow the rules to prevent traffic accidents -

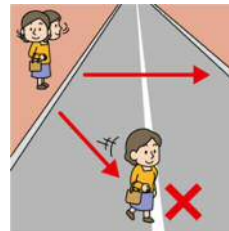
### Pedestrian



Obey traffic signals. When crossing the street, look to your right and left to make sure there are no cars



When crossing the street, use the pedestrian crossing.



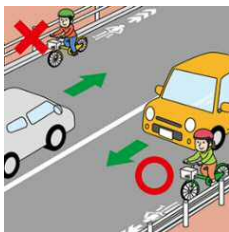
Do not cross the street diagonally.



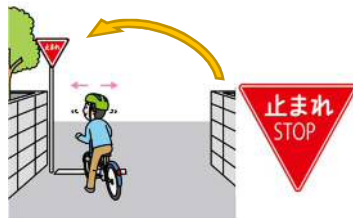
Do not cross the street where this sign is located.

### Bicycles

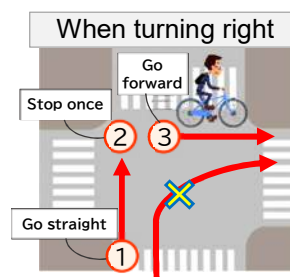
In Japan, bicycles are treated the same as car by law (Road Traffic Act), and should be ridden on the roadway. Sidewalks are exception. Please follow the traffic rules and cycle safely.



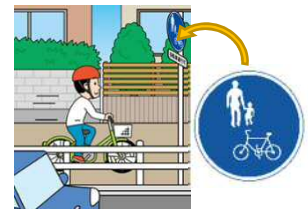
Ride on the left side of the roadway.



Wherever you see this sign, stop and make sure that it is safe.



- ① Go straight.
- ② Stop once.
- ③ When the light turns green, go forward.



Bicycles are allowed on the sidewalks where this sign is located. However, be sure to give way to pedestrians.



Riding side by side in a row is prohibited.



Riding double is prohibited.



Riding a bicycle after drinking alcoholic drinks is prohibited.



Riding a bicycle while using a phone is prohibited.



Turn on the lights at night.

## Watch out for cars

- be especially careful in the evenings, at night, and when it rains or snows.

- Please be careful when you walk on the sidewalk as there are many cars speeding in Hokkaido.
- During winter, the roads are slippery. Watch out for cars which might skid.
- Be careful of large snowplows in winter.
- Trucks and other large vehicles may not be able to see pedestrians or cyclists. Please be careful.



## Others (Things to keep in mind about bicycles)

- Lock your bicycle to prevent it from being stolen.
- Even if there are bicycles that have been put by the road or in an empty area for a long time, they are owned by someone. If you ride those bicycles, you will be suspected as a thief, so don't do it.



## Bicycle theft prevention registration

In Japan, you are required to register your bicycle for anti-theft purposes.

The Bicycle theft prevention registration is to prove that the bicycle you are using belongs to you. You will receive a sticker with a number on it.

When you receive a bicycle from someone or give it to someone else, you must remove the registration. And then, you must apply for a new registration.

## What if my bicycle is stolen?

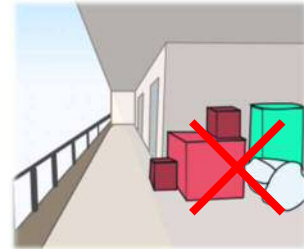
If your bicycle is stolen, please report it to the police



# Manners in daily life

## About apartments

- Only registered people are allowed to live in the apartments.
- You may not keep pets without permission.
- You may not leave any objects in the hallways or stairways. If there is a disaster or fire, they will block the escape route.
- There are rules regarding the use of parking lots and bicycle parking lots in apartments, so do not barbeque at those places without permission. Ask the person who manages the apartment if you are allowed to barbeque at the apartment.



## To get along with local residents

- In areas with many residents, be aware that loud voices and loud TV/music can be annoying. Be especially careful in the morning and during the night.
- Don't gather and make noise at convenience stores, streets, or vacant lands.
- Greet your neighbors and build a good relationship with them. If you build a good relationship with your neighbors, there will be less trouble between people. Also, help each other during a disaster.





## What is a “Chounaikai(neighborhood association)” ?

- In Japan, there is an association called Chounaikai, it promotes cooperation and interaction among residents in the community.
- Joining a Chounaikai is voluntary, but you are encouraged to actively participate in order to build good relationships with people in your community.
- Chounaikai also organizes events such as community cleanups, crime prevention activities, summer festivals and etc.



### About the circular community bulletin board (Kairanban)



When you join a neighborhood association, a circular community bulletin board (Kairanban) will be delivered to your house. It is to inform you of important information from Eniwa City and the community. After reading the board, do not leave it at home, but pass it on to the next house.

# How to throw out and sort garbage

There are rules on how to throw out and sort the garbage. If the rules are not followed, garbage will not be collected and neighbors will feel annoyed.



Garbage bag for Burnable



Garbage bag for Non-burnable



Garbage bag for Food waste, Raw garbage



Please recycle the recyclable materials (plastic bottles, cans, bottles, plastics, etc.)



There are three types of garbage bags in Eniwa City. To dispose of the garbage, you must buy garbage bags at a supermarket or convenience store.

Please dispose of the recyclables in a transparent bag so that the contents are visible. Also, please clean off any dirt before disposing of.

Garbage & Recycling Collection Calendar (Only Japanese)



QR code for "Gomisaku"



Japanese



English



Traditional Chinese



Vietnamese

The type of garbage you can dispose of differs according to the day of the week. Please refer to the Eniwa City's "Garbage and Recycling Collection Calendar".

If you are not sure how to sort the garbage, please refer to a website called "Gomisaku".



Oversized Garbage Ticket



Chairs, desks, etc. must be disposed of as "Sodai Gomi(in Japanese)"(oversized garbage). Before disposing of them, make a call to the call center to apply for the service. You must also buy a garbage disposal ticket and attach it to the garbage.

※Oversized garbage call center:0123-29-7440



Put your garbage at the appointed place by 8:30 a.m. on the scheduled day of the week.



Be aware that crows will tear up the garbage bags. If there is a mess, you will need to clean it up yourself.



# Points to be extra careful about

Failure to comply may result in punishment

## Violation of the Firearms and Swords Control Law

Blades (kitchen knives, knives, cutters, large scissors) may not be carried out in the public without a legitimate reason. Please note that there are rules for different types of blades. Violations may result in arrest.



## Always Carry Your Residence Card

It is necessary to carry your residence card with you at all times. Police officers may check your residence card. Violating this rule may result in punishment.



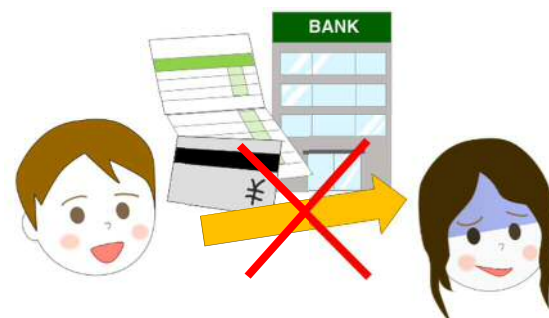
## Prohibition on Lending and Borrowing of Identification Documents

You may not lend your residence card or national health insurance card to another person. Violation of this rule may result in punishment.



## Prohibition on Selling, Buying, or Lending Bank Accounts

You may not sell your bank account to another person or buy one from someone else. Nor should you lend or borrow them. Please be aware that your bank account may be used for criminal purposes. Violations may result in punishment.



## Littering and Smoking While Walking


Littering, smoking while walking, and spitting on the street are considered a nuisance to other people and should be avoided. Violations may result in punishment.

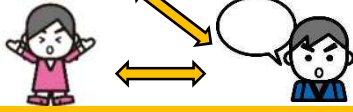


# Emergency Contact

**119**  

• **Fire department: Fire**  
Free of charge. Only for emergency uses.

 Staffs who understand foreign languages may assist in interpretation.

 Interpreter

## Example of conversation when you call 119 if there is a fire



### How you will be asked

- 119, Fire Department. Is it a fire or an emergency?
- Where should the fire engine go?
- Is there any landmark nearby? (When the address is not clear)
- What is burning, where?
- Is there anyone who is trapped in the fire?
- Please tell me your name and phone number.


### How to answer


- There is **fire**.
- The address is XXX.
- Beside the XXX supermarket.
- The fire is coming from XXX.
- Everyone has evacuated.
- My name is XXX. Phone number is XXX.



**119**  

• **Ambulance: Sudden illness, injury**  
Free of charge. Only for emergency uses.

 Staffs who understand foreign languages may assist in interpretation.

 Interpreter

## Example of conversation when you call the ambulance 119



### How you will be asked

- 119, Fire Department. Is it a fire or an emergency?
- Where should the ambulance go?
- Is there any landmark nearby? (When the address is not clear)
- What is the situation?
- Is the patient conscious? Is the patient breathing normally?
- Is the patient a man or woman?
- Please tell me your name and phone number.

### How to answer

- I need **an ambulance**.
- The address is \_\_\_\_\_.
- There is a convenience store nearby.
- Someone has collapsed suddenly.
- He/she is slightly conscious. Seem to have difficulty in breathing.
- A man/woman.
- My name is XX. Phone number is XX.



110



• Police Station: Accident, crime

Call 110 when you need the police officer to come immediately or to inform about the situation, for example, when you see a robber, thief, traffic accident, fight, suspicious person, etc.

**Feeling unconfident about your Japanese?**

After calling 110, tell the police officer that you would like to speak in your language instead of Japanese. There might be a chance that a police officer who understands your language can help you.

**Example of conversation when you call the 110 for police office**



How you will be asked

- Is it an incident or accident? What happened?
- When did it happen?
- Where is the location?
- What is the situation?
- Who/Where is the suspect?
- What is your name?

How to answer

- There is a thief.
- My bag was stolen XX minutes ago.
- It was in front of XX in Eniwa City.
- He was about XX years old and ran away in the direction of XX.
- My name is XX.

**Police Box (Koban)**

• Police: Accident, Crime, Lost property etc.

Police officers are available 24 hours a day at the police box.

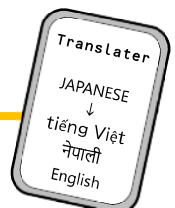
Consultation on lost and found items, directions, incidents and accidents are available.



There are 4 police boxes in Eniwa

- Eniwa Koban: 0123-32-2028
- Eniwa Ekimae Koban(In front of Eniwa station): 0123-33-1710
- Megumino Koban: 0123-36-3132
- Shimamatsu Office: 0123-36-8004

Police officers have translating machine, so they can assist you in other languages besides Japanese.





## Consultation Service to contact when you need help

### Eniwa City Hall

City hall is a place where public services are provided to Eniwa citizens so that they can live comfortably.

- Location: 1 Kyomachi, Eniwa City
- Office hours: 8:45 a.m. to 5:15 p.m. (Monday to Friday)



#### ■ Planning Section (4th Floor, Main Building)

If you have any problems, please contact the Planning Section of Eniwa City Hall. We may be able to assist you in some way.

- Telephone number: 0123-33-3131, extension 4710
- Email address: kikaku@city.eniwa.hokkaido.jp

#### ■ Health Section (2nd floor of "Eniasu")

Consultation on health in Japanese is available.

You can also consult about health checkups, childbirth, etc.

- Telephone number: 0123-25-5700
- Address: 2-1-1 Midori-cho, Eniwa City (2nd floor of Eni Asu)
- Email address: hokenka@city.eniwa.hokkaido.jp

#### ■ Educational General Affairs Section (Shimin Kaikan【Civic Hall】, 1st floor)

You can consult with them about elementary and secondary schools.

- Email address: kyousoumu@city.eniwa.hokkaido.jp

#### ■ Waste Management Section (2nd Floor, Main Building)

You can ask for advice on how to dispose of your trash.

- Email address: haikibutsu@city.eniwa.hokkaido.jp

#### ■ Civic Life and Environment Section (2nd floor, Main Building)

You can consult with them about neighborhood associations and problems in the community.

- Email address: seikatsukankyoku@city.eniwa.hokkaido.jp

#### ■ Civil Defence Section (2nd floor, Main Building)

You can consult about disasters and evacuation site.

- Email address: kichibousai@city.eniwa.hokkaido.jp

## Eniwa City Homepage

Eniwa City Homepage “Living Information”

<https://www.city.eniwa.hokkaido.jp/kurashi/index.html>



You can get a variety of information from the Eniwa City homepage. Choose your preferred language with Google Translate when viewing the homepage. Please do take a look at our website.



## Hokkaido Foreign Resident Support Center

Multilingual free consultations regarding residence procedures, employment, medical care, tax/pension, welfare, childbirth, child care, education, and so on are provided.

Homepage of Hokkaido Foreign Resident Support Center

<https://www.hiecc.or.jp/soudan/>



- You can consult by phone, email, or visit in person.
- Languages: Japanese, English, Chinese, Korean, Vietnamese, Filipino, Thai, Russian, Nepali, Indonesian, and Burmese, etc.
- Operation Hours:(Mon. ~ Fri.) 9:00~12:00 / 13:00~17:00.  
\*It is closed on Saturdays, Sundays, national holidays, and New Year holidays.
- Direction: Docho Annex Bldg. 12 Floor, West 7, North 3, Chuo-ku, Sapporo, Hokkaido, 060-0003
- Tel. No.:011-200-9595 \*Inquiry is free of charge. However, call charges may be incurred.
- Email Address: [support@hiecc.or.jp](mailto:support@hiecc.or.jp)
- facebook: <https://www.facebook.com/hiecc.support>

## Immigration Information Centers (Immigration Services Agency of Japan)

Free consultation on immigration and residence procedures is available at the Immigration Services Agency of Japan. Consultation is available by phone, help desk, or email in multiple languages.

Homepage of Immigration Information Centers  
(Immigration Services Agency of Japan)  
<https://www.moj.go.jp/isa/consultation/center/index.html>



### Consultation by phone ※Available nationwide.

- Languages: Japanese, English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Filipino, Nepali, Indonesian, Thai, Nepali, Cambodian, Burmese, Mongolian, French, Sinhalese, Urdu
- Operation hour: Weekdays 8:30~17:15
- Tel No.:0570-013904 (IP, From Overseas:03-5796-7112)

### Consultation by email (General Procedures such as immigration and residence)

- Language: Japanese, English
- Email address: [info-tokyo@i.moj.go.jp](mailto:info-tokyo@i.moj.go.jp)

### Consultation at the Sapporo Regional Immigration Bureau

- Language: Japanese, English
- Address: Sapporo No.3 Joint Government Building, Odori-Nishi 12-chome, Chuo-ku, Sapporo, Hokkaido 060-0042
- Operation hour: 9:00 a.m. to 4:00 p.m. weekdays (except 12:00 p.m. to 1:00 p.m.)

## AMDA International Medical Information Center

Free telephone consultation and medical interpretation services are available.

NGO AMDA International  
Medical Information Center Homepage  
<https://www.amdamedicalcenter.com/>



### ■ Telephone Medical Consultation

- Language: 【Based on the information on April 2023】 Telephone consultation is available in 8 languages. English (every weekday) Korean, Filipino, Thai, Chinese, Spanish, Vietnamese, Portuguese(limited days)
- Operation hours: 10:00 a.m. to 4:00 p.m.
- Phone No.: 03-6233-9266 \*Call charges apply, consultation is free.

### ■ Telephone Medical Interpretation

\*Please consult with AMDA regarding the use of this service

- Languages: English, Korean, Filipino, Thai, Chinese, Spanish, Vietnamese, Portuguese
- Operation hours: 10:00 a.m. to 3:00 p.m.
- Phone No.:050-3405-0397 \*Free interpreting service, call charges apply

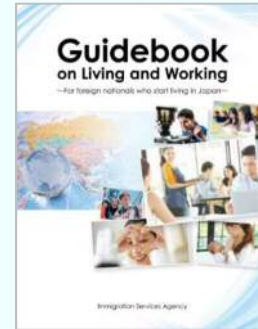




# Other Information

## Guidebook on Living and Working in Japan ~For Foreigners Who Live and Work in Japan~

For more detailed information about life in Japan and for those who wish to learn about it in foreign language, we recommend "Guidebook on Living and Working in Japan - For Foreign Residents Living in Japan-" issued by the Immigration Services Agency.



Languages: Japanese, English, Chinese, Spanish, Korean, Portuguese, Vietnamese, Filipino, Nepali, Indonesian, Mongolian, Burmese, Khmer, Thai, Turkish, Ukrainian, and Easy Japanese are available. (as of March 2023)

Homepage of Immigration Bureau of Japan  
Guidebook on Living and Working in Japan  
(Available in multiple languages)

[https://www.moj.go.jp/isa/guidebook\\_all.html](https://www.moj.go.jp/isa/guidebook_all.html)



## Nihongo Hiroba "Eniwa" (Free Japanese Conversation and Intercultural Salon)

In Eniwa City, there is Nihongo Hiroba "Eniwa", which is run by a local voluntary organization called "Eniwa Foreigner Support Club".

You can practice simple Japanese conversation with Japanese. You can improve your Japanese, so please join us. Lesson about grammar or JLPT (Japanese Language Proficiency Test) is not available there.



### Eniwa Foreigner Support Club

It is a group of volunteers who provide opportunities to practice Japanese language and cultural exchange with foreigners. If you are interested, please send an email to [nihongo.eniwa@gmail.com](mailto:nihongo.eniwa@gmail.com) or check out their facebook page. Or send an email to Eniwa City Planning Section ([kikaku@city.eniwa.hokkaido.jp](mailto:kikaku@city.eniwa.hokkaido.jp))



Facebook



EMAIL

## International Exchange Associations

Please visit the Eniwa City website for information of the international Exchange Associations which conduct some activities in Eniwa City.

Official Eniwa City Homepage about International Exchange Associations in Eniwa

[https://www.city.eniwa.hokkaido.jp/kurashi/shiseijoho/shimaitoshi\\_yukotoshi\\_kokusaikoryu/kokusaikoryu/3452.html](https://www.city.eniwa.hokkaido.jp/kurashi/shiseijoho/shimaitoshi_yukotoshi_kokusaikoryu/kokusaikoryu/3452.html)



## **Guidebook to Living in Eniwa City**

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