

# LIFE IN SENDAI

## 【ENGLISH】

### Foreword

Welcome to Sendai, the 'City of Trees'. Your new life in Sendai is about to begin. When living in a different culture, you may encounter many unknowns that cause you to worry. The City of Sendai created this book to help you with your life in Sendai.

We are thankful to everyone who cooperated in the creation of this book. Please help us make this book even more practical and easier to use by sharing your impressions with us. We hope your life in Sendai will be a pleasant one.

City of Sendai

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## How to use this book

We created this book for people who have been living in Sendai for less than three months. Please refer to the website of the International Relations Department of the Sendai Tourism, Convention and International Association (SenTIA) for additional and more detailed information. The website of the International Relations Department of the Sendai Tourism, Convention and International Association (SenTIA):



Easy (simple) Japanese is used in this book for foreigners' ease of understanding.

\*Language abbreviations: Japanese—J; English—E; Chinese—C; Korean—K; Vietnamese—V; Nepali—N. Languages other than those listed above will not be abbreviated

\*The public utility charges and other figures listed in this book are subject to change.

### **Sendai Multicultural Center** (Open daily 9:00 a.m.-5:00 p.m.)

Except for one to two days every month and from Dec. 28 to Jan. 4)

The Sendai Multicultural Center provides daily life consultations for foreign residents and offers advice on multicultural community building.

The facility also provides multilingual information on daily life in Sendai.

Information on Japanese courses for those wishing to study the language is also available.

Consultations in English, Chinese, Korean, Vietnamese and Nepali are handled directly by advisors.

**TEL: 022-265-2471 E-mail: [tabunka@sentia-sendai.jp](mailto:tabunka@sentia-sendai.jp)**

The Interpretation Support Hotline and video remote interpreting service are available in the following languages:

English, Chinese, Korean, Vietnamese, Nepali, Portuguese, Spanish, Thai, Russian, Indonesian, Tagalog, Italian, French, German, Malay, Khmer, Burmese, Mongolian, Sinhala, Hindi, Bengali, Urdu, Ukrainian, etc.,

**Interpretation Support Hotline: 022-224-1919**



Interpretation  
Support Hotline

**Specialist Consultations for Foreign Residents** are held periodically.

Specialists from the Miyagi Administrative Scrivener Association, Sendai Bar Association, Sendai Regional Immigration Bureau, Miyagi Labour Bureau, Tohoku Tax Accountants' Association and the Sendai City Entrepreneurship Support Center ASSISTA are available for consultations.

No fees are required for consultations. An appointment must be made ahead of time.



Specialist  
Consultations

## For inquiries about procedures at the City Hall, ward offices, etc.

Please contact the Sendai City General Call Center “Mori-no-miyako Teach Me Helpline” if you have questions about procedures at the City Hall, ward offices or related topics. Assistance is offered in Japanese and 5 other languages.

Sendai City General Call Center “Mori-no-miyako Teach Me Helpline”	
TEL: 022-398-4894	
Hours of Operation	Year-round 8:00 a.m.-8:00 p.m. (8:00 a.m.-5:00 p.m. on weekends, (national) holidays, and from December 29 to January 3)
Languages Available	Japanese, English, Chinese, Korean, Vietnamese, and Nepali ※ 3-way telephone calls are used for languages other than Japanese.

### ●When to make an inquiry●

#### (1) When you want to know more about procedures at the City Hall, ward offices, etc.

Staff will answer questions such as where you should go for what procedure, and what you need to bring with you.

E.g.:

- Change in address
- When a child is born
- National Health Insurance procedures
- Individual Number (My Number) Card procedures



#### (2) When you want to know how to dispose of household waste

Staff can provide answers for collection days, how to sort waste, and rules for putting out garbage bags for pickup.

E.g.:

- When to put out garbage bags
- How to sort paper material (magazines, cardboard, etc.)
- How to put out cans, glass bottles, PET bottles, and batteries

#### (3) When you are unsure of where to ask a certain question

Please consult the call center if you do not know where to direct your inquiry.

- ※ If the call center could not answer your question, you may be asked to contact the Sendai Multicultural Center or another organization.
- ※ Video remote interpreting can be provided when visiting ward offices and general branch offices. Languages available: E, C, K, V, N, Ukrainian, Russian, and 10 more.
- ※ There is an auto-translate function on the City of Sendai homepage.  
Select your language from “Foreign Languages” on the top-right of the homepage.

**Emergencies** ※ Please call these numbers only in the case of an emergency, not for questions or consultations.

**Police: 110 (Accidents and incidents)**

**Ambulance/ fire: 119 (Sudden illnesses and fires) (available in 17 languages ※)**

※ Support in English, Chinese, Korean, Thai, Vietnamese, Indonesian, Tagalog, Nepali, Portuguese, Spanish, French, German, Italian, Russian, Malay, Burmese, and Khmer.

- “Adult Emergency Consultation”: Consultation hotline for when you are unsure whether you should call an ambulance

#7119 or TEL: 022-706-7119 (Japanese only)

24 hours a day, 365 days a year

- “Miyagi Children Nighttime at Ease Call”: Consultation hotline for when a child becomes suddenly ill or injured at night

#8000 or TEL: 022-212-9390 (Japanese only) Everyday 7:00 p.m.-8:00 a.m. of the next day

- Hospitals (medical facilities) that accept emergency cases at night and on weekends are listed below.

<b>Sendai Emergency Medical Care Center</b> 64-12 Funacho, Wakabayashi-ku TEL: 022-266-6561	Internal medicine	Weekdays	7:15 p.m.-7:00 a.m.
		Saturdays	2:45 p.m.-7:00 a.m.
		Sundays and (national) holidays	9:45 a.m.-12:00 p.m. 1:15 p.m.-5:00 p.m. 6:00 p.m.-7:00 a.m.
	Surgery	Weekdays	7:15 p.m.-11:00 p.m.
		Saturdays	2:45 p.m.-11:00 p.m.
		Sundays and (national) holidays	9:45 a.m.-12:00 p.m. 1:15 p.m.-5:00 p.m. 6:00 p.m.-11:00 p.m.
	Orthopedics Ophthalmology Gynecology Otolaryngology	Sundays and (national) holidays	9:45 a.m.-12:00 p.m. 1:15 p.m.-5:00 p.m.
<b>Sendai Hokubu Emergency Medical Care Center</b> 2F, 1-1-2 Tsutsumimachi, Aoba-ku TEL: 022-301-6611	Internal medicine Surgery	Weekdays	7:15 p.m.-11:00 p.m.
		Saturdays	2:45 p.m.-11:00 p.m.
		Sundays and (national) holidays	9:45 a.m.-12:00 p.m. 1:15 p.m.-5:00 p.m. 6:00 p.m.-11:00 p.m.



<b>Sendai Children's Emergency Medical Care Center</b> 1F, 1-1-1 Asuto Nagamachi, Taihaku-ku TEL: 022-247-7035	Pediatrics (internal diseases only)	Weekdays	7:15 p.m.-7:00 a.m.
		Saturdays	2:45 p.m.-7:00 a.m.
		Sundays and (national) holidays	9:45 a.m.-12:00 p.m. 1:15 p.m.-5:00 p.m. 6:00 p.m.-7:00 a.m.
<b>Sendai Dental Association Emergency Dentistry Center</b> 6-12-4 Arai, Wakabayashi- ku TEL: 022-261-7345	Dentistry	Saturdays	6:00 p.m.-9:30 p.m.
		Sundays and (national) holidays	10:00 a.m.-11:30 a.m. 1:00 p.m.-3:30 p.m. 6:00 p.m.-9:30 p.m.

※ Local hospitals and medical institutions also accept emergency cases on weekends on a rotating basis. This system is called “*kyujitsu-toban-i*”.

Hours: 9:00 a.m.-4:00 p.m.

For details, please see the City of Sendai website: [Top>Living Information>Safe and Secure](#)

[Living>Emergencies and Kyujitsu-toban-i](#)

## Earthquakes

An earthquake can occur at any time.

Remember the following tips to be prepared for an earthquake.

### ●How to prepare for an earthquake●

#### (1) Imagine what you would do

What would you do if an earthquake occurred right now? Discuss a variety of scenarios with your family and friends.

#### (2) Ensure your home is safe

Would your furniture or TV fall over in an earthquake? Lights on the ceiling are safer if they are light in weight. Keep slippers, a radio, and a flashlight by your bed.

#### (3) Identify safe places and routes in your neighborhood

Find a safe place near your home, such as a wide open space where things would not come falling down in an earthquake. If you live near the ocean, find a safe, high place you could evacuate to in case of a tsunami.

#### (4) Confirm where your evacuation center (refuge area) is

Sendai municipal elementary and junior high schools and other facilities are designated as evacuation centers (refuge areas).

**A list of evacuation centers** can be found on the International Relations Department section of SenTIA's website [Top>Information in Foreign Languages>Disaster](#)

[Prevention>Refuge Area List](#) (J, E, C, K, V, N)

## (5) Agree on a method of contact with your family and friends

For some time after a disaster, it may be difficult to obtain a stable connection on mobile phones. Decide in advance how you would contact and meet up with your family and friends.

## (6) Prepare an emergency kit in case you have to evacuate

Put the following items in a backpack (convenient as both of your hands are free while wearing a backpack):

- A copy of your residence card • Cash (with plenty of coins) • Underwear, socks
- Gloves • Radio • Rain gear (umbrella, etc.) • Flashlight • First aid kit
- Mobile phone (mobile batteries) • Plastic bags • Emergency food
- Regular medication, contact lenses, sanitary napkins, and other items you may need
- Hygiene products (masks, a thermometer, soap, portable toilets, alcohol sanitizer, etc.)

## (7) Get to know your neighbors

Greet your neighbors on a regular basis and get to know each other. Participate in your neighborhood disaster risk reduction (DRR) training and stay informed about DRR.

## (8) Know where to find disaster information

Within minutes of an earthquake occurring, its magnitude and seismic intensity in each area, as well as information on possible tsunamis, are broadcast on television and the radio. If a major tsunami warning or a tsunami warning is issued, NHK T.V. will broadcast in English, Chinese, Korean, Vietnamese, and Portuguese on a supplementary sound channel. NHK Radio 2 (Sendai 1089 kHz, Kesenuma 1539 kHz) will broadcast repeatedly in English, Chinese, Korean, Vietnamese, and Portuguese. A radio is very convenient for when electricity and mobile phone connections are unavailable.

- ※ SenTIA cooperates with radio stations in Sendai to broadcast information in English, Chinese, and Korean. You can also receive information by registering for SenTIA's e-mail magazine, Facebook, or X (formerly Twitter). **Also remember the Sendai Disaster Multilingual Support Center (page 7).**

**Sign up for the SenTIA e-mail magazine, Facebook, and X (Twitter)**



E-mail magazine



Facebook



X (Twitter)

## ●What to do in an earthquake●

### \*If you are at home\*

- (1) Protect your head      (2) Do not panic and do not rush outside

### **\*If you are outside\***

- (1) Stay away from concrete block walls and vending machines
- (2) Watch out for falling signs and window glass

### **\*If you are at school, a shop, etc.\***

- (1) Protect your head            (2) Watch out for hanging lighting fixtures, etc.
- (3) Do not panic and do not rush outside

### **●After the shaking stops●**

- ① Look around . . . Make sure your environment is safe.
- ② After the shaking stops, extinguish any fires
- ③ Open a door to secure an exit
- ④ Gather information from the TV and radio . . . There will be broadcasts in foreign languages.  
See page 20 for details.
- ⑤ Stay alert for potential tsunamis . . . If you are near the ocean, move to a safe place as high up, as far away, and as quickly as possible.
- ⑥ Reach out to the people around you and help each other.
- ⑦ If your home is not safe, go to an evacuation center or another safe place.

### **【Earthquake Early Warning】**

This is a system that sends out a warning before a large earthquake occurs. A special chime will sound on mobile phones. Please contact your mobile phone companies for details.

The following resources provide simple explanations on how to prepare for an earthquake and what to do during one.

#### **●Multilingual Disaster Prevention Video**

<https://www.youtube.com/watch?v=o872bBbqOV4>

website (J, E, C, K, V, N, 6 other languages)

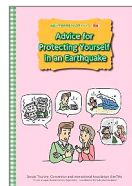


#### **●Advice for Protecting Yourself in an Earthquake**

International Relations Department section of SenTIA's website

[https://int.sentia-sendai.jp/e/download/information/bousai\\_e.pdf](https://int.sentia-sendai.jp/e/download/information/bousai_e.pdf)

(J, E, C, K, V, N, 5 other languages)



※ The booklet is distributed for free at the Sendai Multicultural Center

## **Typhoons and Heavy Rain**

Taking measures ahead of time is incredibly important. Be sure to check weather forecasts. Just as with earthquakes, it is vital to confirm the location of your evacuation center and means of contacting family and friends, prepare supplies you will take with you, and interact with people in your community.

## ●How to prepare for typhoons and heavy rain●

### (1) Check hazard maps

There is a hazard map for Sendai City. Check it to confirm any potentially dangerous areas near your house.

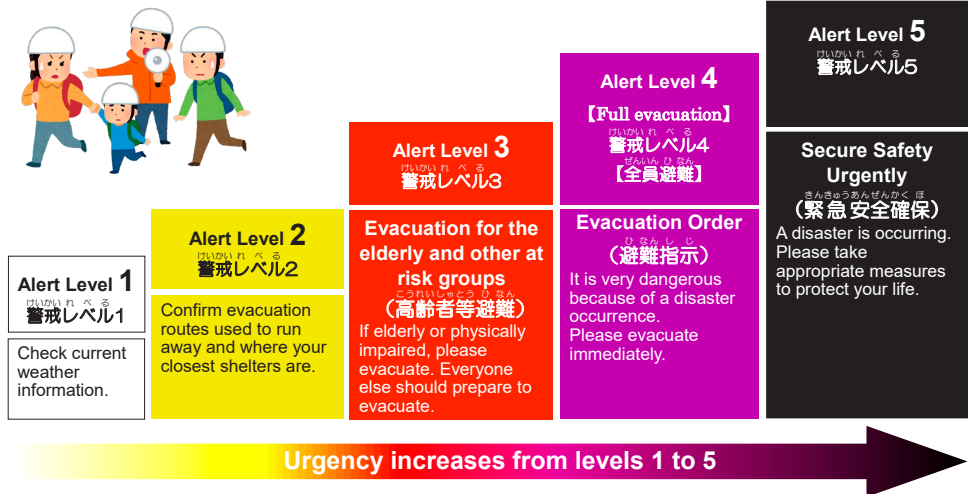
Hazard map: 'Sendai Kurashi no Map' (<https://www2.wagmap.jp/sendacity/Portal>) > 防災  
Disaster Prevention (J)

### (2) Check the five-level evacuation information broadcasted during times of heavy rain

When the alert level has reached 4, everyone in a dangerous area must evacuate. Always check the alert level and take appropriate actions accordingly.

## Five-level evacuation information which is given out during times of heavy rain

Alert Levels 1 and 2 will be announced by the Japan Meteorological Agency and Alert Levels 3 through 5 will be announced by the City along with other evacuation information. Make sure to take appropriate evacuation measures based on the Alert Level.



## Sendai Disaster Multilingual Support Center

When a natural disaster occurs, the Sendai Disaster Multilingual Support Center will be set up at the Sendai Multicultural Center. The Center conducts activities such as providing information in foreign languages. Please contact the Center if you need help or need to speak to someone in a foreign language.

For more details, please see the International Relations Department section of SenTIA's website.

**TEL: 022-224-1919**    <https://int.sentia-sendai.jp/saigai/>

(J, E, C, K, V, N)



## Basics / I. Residence

### ●Once you have an address, register as a resident●

If you are a mid to long-term resident, within 14 days of obtaining an address, you must bring your residence card (if you have not yet received a residence card, bring your passport instead) to your local ward office to register as a resident. If you submit a moving-in notification, a resident record will be created for you.

### ※ Persons aged 16 or over must carry their residence card at all times

#### \*Who is a mid to long-term resident? \*

Anyone to whom NONE of the following apply:

- ① Persons whose period of stay is less than three months
- ② Persons whose status of residence is “Temporary Visitor”
- ③ Persons whose status of residence is “Diplomat” or “Official”
- ④ Persons decreed by the Ministry of Justice as falling under categories ① to ③
- ⑤ Special Permanent Residents
- ⑥ Persons who do not have a status of residence

#### \*What is a Resident Record? \*

A form on which a resident's name and address are recorded, which serves as proof of residence and other information. A copy of your resident record is required when signing a contract to buy or sell a car, when completing procedures to rent a residence, or when you need to prove your identity, etc. (Each copy costs 300 yen.)

### ●Moving●

#### \*When moving within Sendai City \*

Complete the necessary procedures at your ward office within 14 days of moving. You will need your residence card and, for those who have one, your Individual Number (My Number) Card.

#### \*When moving outside Sendai City \*

Remember to file your moving-out notice at your old ward office before moving. If you are moving to an address within Japan, you will receive a moving-out certificate. Bring it to your new ward office and file your moving-in notice within 14 days after moving. You will need your residence card and, for those who have one, your Individual Number (My Number) Card.

※For those with an Individual Number Card and are moving to another location within Japan, you can fill in your moving-out notice online via Myna Portal, an online service for conducting administrative procedures.( <https://myna.go.jp/>)

※ For information on how to terminate your house/apartment contract, see page 12.

### ●Paid work outside of eligibilities outlined by your status of residence●

Permission is needed for paid jobs that fall outside of the eligibility outlined by your status of

residence. Procedures are done at the Immigration Bureau. Permanent residents, spouses or children of Japanese nationals, spouses or children of permanent residents, and long-term residents do not need to obtain said permission.

【What you will need】

- Application for Permission to Engage in Activity Other Than That Permitted Under the Status of Residence Previously Granted

- Passport
- Residence card

※ Depending on the details of the application, the below documents may be requested:

- Documents detailing the nature of the job that falls outside of the eligibility outlined by your status of residency (copy of employment contract, description of the company, etc.)
- Documents detailing your current work (certificate of employment stating work duties, etc.)

●Leaving and re-entering Japan●

When you leave and then re-enter Japan during your period of stay and wish to retain your status of residence, you must obtain re-entry permission before leaving Japan.

There are two types of re-entry permission: one that is valid for a single re-entry, and one that is valid for multiple re-entries within the period of validity. The period of validity of re-entry permission is limited to one's period of stay, and in principle may not exceed five years (six years for Special Permanent Residents).

【What you will need】

- Application for Re-Entry Permit
- Passport
- Residence card
- Revenue stamp (3,000 yen for single re-entry; 6,000 yen for multiple re-entries)

「Special Re-Entry Permit」

In principle, when a mid to long-term resident leaves Japan and returns within one year (two years for Special Permanent Residents), re-entry permission is not necessary. (This is called a **Special Re-Entry Permit**.) You will need your residence card and passport to leave and re-enter Japan.

※ The period of validity of a Special Re-Entry Permit cannot be extended.

※ In the event that the period of stay ends before the period of validity of the Special Re-Entry Permit, you must re-enter Japan within your period of stay.

※ Foreign nationals falling under any of the following, however, are NOT eligible for a Special Re-entry Permit, and are required to obtain an ordinary re-entry permit:

- ① Those whose status of residence is under procedures for revocation;
- ② Those whose confirmation of departure is being deferred;
- ③ Those for whom a written detention order has been issued;
- ④ Those who are staying in Japan with the status of residence for "Designated Activities" while applying for recognition of refugee status;
- ⑤ Those who may take actions that threaten Japan's national interests or public order;
- ⑥ Those who are recognized by the Commissioner of the Immigration Services Agency to have valid reason to require an ordinary re-entry permit for the sake of fair control of entries and departures.

**For details on matters related to residency, please contact the following.**

<b>Foreign Residents Information Center</b>	Weekdays 8:30 a.m.-5:15 p.m. TEL: 0570-013904 (IP number & overseas number TEL: 03-5796-7112) (J, E, C, K, V, N, 11 other languages)
<b>Sendai Regional Immigration Bureau</b>	1-3-20 Gorin, Miyagino-ku 〒983-0842 TEL: 0570-022259 (Navi dial) E-mail: <a href="mailto:info-tokyo@i.moj.go.jp">info-tokyo@i.moj.go.jp</a> (J, E) (E-mail inquiries will be handled by the Tokyo Regional Immigration Bureau)
<b>Immigration Service Agency of Japan (Procedures for the Residency Management System for Mid to Long-term Residents)</b>	<a href="https://www.moj.go.jp/isa/index.html">https://www.moj.go.jp/isa/index.html</a> (J, E, C, K, V, N, others)
<b>Foreign Residents Support Center (FRESC)</b>	Weekdays 9:00 a.m.-5:00 p.m. TEL: 0570-011000 (J, E) (IP Phone & overseas number: TEL: 03-5363-3013) <a href="https://www.moj.go.jp/isa/support/fresc/fresc01.html">https://www.moj.go.jp/isa/support/fresc/fresc01.html</a>

**●If your residence card is lost or stolen●**

- ① Report to the nearest police station. You will receive a certificate such as a Certificate of Notification of Theft stating where and when it was lost or stolen, as well as a report number.  
→You will be contacted if someone turns your card in to the police station.
  - ② Take your certificate and report number to the Immigration Bureau to apply to have your card re-issued.
  - ③ If there are no problems, you will receive your new residence card that same day.
- Note) You must apply to have your card re-issued within 14 days of realizing that you have lost your card or that your card has been stolen. You will need your passport and one 4cm x 3cm photograph.

●Individual Number (My Number) system (social security and tax number system)●

A 12-digit Individual Number (My Number), is given to each and every individual who has a resident record in Japan. Foreign residents with a resident record (mid to long-term residents and permanent residents) are also assigned an Individual Number. Your Individual Number is printed on your Individual Number Notification, which will be sent by registered mail to the address on your resident record.

Your Individual Number (My Number) is used for administrative procedures related to aspects such as health insurance, tax matters, and disaster countermeasures. When you work part-time or full-time jobs, or apply for a scholarship at university, you will need to give your Individual Number to your workplace or university. Your Individual Number will never change. Please take care not to lose your Individual Number Card (※), and do not tell anyone your Individual Number unless absolutely necessary.

※ 「Individual Number Card」

After you have been notified of your Individual Number (My Number) and applied to your local government, you will be issued an Individual Number Card which you can use as a form of ID for various services. Individual Number Cards come in the form of an IC card with your name, address, date of birth, sex and Individual Number printed on it, in addition to a photograph of your face.

For more information, please see the Immigration Services Agency website below.

Apply now for an Individual Number Card (My Number Card) to enjoy an easier and more convenient life! <https://www.moj.go.jp/isa/support/portal/mynumbercard.html>

(Multilingual versions of the website available)



## Basics / II. Daily life / 1. Housing

### ●Renting housing●

When you rent a house or an apartment, normally you begin by visiting a real estate agent. Your employer or school may also provide you with information about residences for rent. You can also find information on residences for rent in free pamphlets distributed at places such as train stations and supermarkets.

### ●What you need to sign a rental contract●

① Show proof of ID	Bring proof of ID such as your residence card or passport
② Complete and stamp the rental agreement	Fill in the real estate agent's contract with your name, and stamp it with your personal seal (see page 18 for details). In some cases your signature may suffice.
③ Guarantor	You will need a Japanese person to act as your guarantor in the event that you become unable to pay your rent. Recently, there has been a rise in people using the 'Rent Debt Guarantee System'.
④ Security deposit	This is a fee paid to the landlord equivalent to two to three months' rent. It is set aside in case you are ever late in paying your rent. If you do not have any unpaid rent at the time you move out, this fee will be refunded to you.  If you have broken or dirtied anything in the residence, its cost may be deducted from the amount.
⑤ Key money	This is a fee paid to the landlord equivalent to approximately one month's rent. This fee is not refunded. Some properties do not require this fee.
⑥ Broker's fee	This is a fee paid to the real estate agent, stated to be less than or equivalent to one month's rent in the Building Lots and Buildings Transactions Business Act.
⑦ Rent	This is a monthly rental fee. Normally each month's rent is paid before the end of the previous month.
⑧ Administration fee (utility fee)	The maintenance costs for elevators, corridors, and any other places whose use is shared between residents. This is normally paid monthly in addition to your rent.
⑨ Damage insurance fee	It is necessary for you to take out damage insurance while you are living in your residence in case of the unlikely event of a fire, or water leakage. Be sure to check the insurance coverage thoroughly.

### ●Renewing your contract●

Rental contracts are normally two years. When you renew your contract, you may need to pay an administrative fee to the real estate agent.

### ●Terminating your contract●

When you want to terminate your contract, notify your landlord or real estate agent in advance

in accordance with the terms of your contract (usually one month's advance notice is required). If you move out without notification or on short notice, you will be required to pay a penalty for breach of contract. Please also pay your utility fees (water, gas, electricity) when you move. Leave the residence clean and in the same condition as when you moved in. Do not leave behind any furniture or appliances that you bought. Return the key to the landlord.

**【Useful words for renting an apartment】**

◎**Chintai bukken** . . . . . A property (house, apartment, room, etc.) available for rent. Also called a *bukken*.

◎**Yanushi** . . . . . Landlord

◎**Kanri-hi, Kyoeiki-hi** . . . Fee for maintenance and cleaning of areas and equipment shared by all residents of a building (elevators, hallways, etc.). Paid separately from rent.

◎**Songai hoken-ryo** . . . Fee for damage insurance for your household belongings (you may be enrolled when you sign your contract).

◎**Kuriiningu-dai** . . . . . Fee to have the residence professionally cleaned after you move out. Even if you cleaned the residence yourself, you may still incur this fee.

※ **Once you have an address, report to your ward office to complete the necessary procedures.** For details, see page 8.

**●What is public housing?●**

Public housing is intended for those who have difficulty finding housing on their own. The rent is less expensive than private rental housing, but there are criteria for who can apply. For more information, please see the websites of Miyagi Prefecture and Sendai City.

<b>Application Section, Sendai City Construction Public Corporation</b>	TEL: 022-214- 3604	Applications for Sendai City Municipal Housing, open four times a year (June, September, December, and March). There are also application periods for single parent households, families raising children, households with multiple children, as well as rolling applications. Inquiries about municipal housing.
<b>Miyagi Public Housing Section, Moving in Management Department, Moving in Subsection</b>	TEL: 022-224- 0014	Applications for Prefectural Public Housing, open four times a year (June, September, December, and March). Inquiries about prefectural housing.

**\*Multilingual Guide for Applying to Municipal Housing\***

The International Relations Department section of SenTIA's website [Top>Information in Foreign Languages>Daily Life>Application Guide for Sendai City Municipal Housing](#) (J, E, C, K)

**\*Sendai Multicultural Center Interpretation Support Hotline (TEL: 022-224-1919)\***

## Basics / II. Daily life / 2. Water, electricity, and gas

You must submit applications for water, electricity and gas when you would like to begin to use them, as well as when you would like to terminate these services.

	Water	Electricity	Gas
<b>Contact</b>	Sendai City Waterworks Bureau Call Center	Private companies	<ul style="list-style-type: none"> <li>• Sendai City Gas Bureau</li> <li>• Private companies (propane gas)</li> </ul>
<b>When to apply</b>	As soon as your place of residence is decided		
<b>How to apply</b>	Please contact the call center.	Contact the relevant call center or apply online.	Call the Gas Bureau or gas company. An employee will come to your residence to turn on the gas. You must be present at the time.
<b>Payment</b>	Every two months	Every month	Every month
<b>Payment method</b>	<p>You are required to pay the water, electricity, and gas fees. Please pay via one of the following payment methods:</p> <p>① Bring the bill that you received in the mail and pay it at a bank or a convenience store</p> <p>② Apply to have the funds automatically deducted from your bank account</p> <p>*Application required in advance. (For information on opening a bank account, see page 17.)</p> <p>③ Pay by credit card. *Application required in advance.</p>		
<b>Stopping a service when You move out</b>	You must contact the water, electricity, and gas services prior to moving out (including if you were to go back to your home country). Contact each utility at least five days in advance to when you would like to terminate the services.		
<b>Notes</b>	Tap water in Sendai is safe to drink.	Sendai's electricity is 100 volts, 50 hertz.	There are two types of gas: city gas and propane gas. Please use appliances built for the type of gas you have.

【Water】 Sendai City Waterworks Bureau Call Center

TEL: 022-748-1111 (Weekdays 8:30 a.m.-7:00 p.m., Saturdays 8:30 a.m.-5:00 p.m.)

[https://www.suidou.city.sendai.jp/nx\\_html/06-madoguchi/06-301.html](https://www.suidou.city.sendai.jp/nx_html/06-madoguchi/06-301.html)

【Electricity】 Please contact each individual electricity company.

【Gas】 The contact number varies depending on your place of residence

<b>City Gas</b> (Sendai City Gas Bureau)	Special line for moving TEL: 0800-800-8978 or 022-256-2111 <a href="https://www.gas.city.sendai.jp/">https://www.gas.city.sendai.jp/</a> (J, E, C, K)
<b>Propane Gas</b>	Ask your landlord or real estate agent for contact information.

## Basics / II. Daily life / 3. Telephone

Sendai's area code is 022. An area code is required when calling from a mobile phone.

### ●Buying a mobile phone or SIM card●

You can buy a mobile phone at a phone company's store or at an electronics store.

【What to bring (Items may vary depending on the company)】

Proof of ID, documents that show your Japanese address, bank account number, etc. (For information on opening a bank account, see page 17.)

### ●Calling from a public telephone●

Most Japanese public telephones accept 10 yen and 100 yen coins and telephone cards. You will not receive change for a 100 yen coin.

### ●International phone calls●

Dial the telephone company's identification number (0033 or 001)+010+country code+area code+telephone number.

## Basics / II. Daily life / 4. Internet

### ●Using the internet from your home computer●

You can apply to an internet service provider at an electronics store or apply online. There are many different providers with various packages and plans.

※ When applying to a provider at an electronics store, you will need proof of ID (residence card, etc.). You will also need to check whether your apartment building is connected to the network provided by a certain provider.

Some post offices also offer international remittances.

**For  
information on  
postal services  
in English**

### ■ Apply for redelivery of mail items

By phone TEL: 0570-046111 (Phone calls are charged)

Weekdays 8:00 a.m.-9:00 p.m.

Weekends and holidays 9:00 a.m.-9:00 p.m.

This is a notice that the post office attempted to deliver post, Yu-Pack (parcel), or international mail when you were not at home. You can pick up your mail or other item at the post office listed on the back side of the notice (you will need the notice, your personal seal or signature, and proof of ID if you do), or contact the post office via phone or the internet to let them know when you would like for your mail to be re-delivered.

Notice of non-delivery for mail/ international mail    Notice of non-delivery for Yu-Pack(parcel)

Reverse of notice of non-delivery

[illegible]

## Basics / II. Daily life / 6. Money

### ●How to open a bank account●

You will need a bank account for purposes such as receiving payments from work. You can create an account by going to the bank, or in some cases, you can open a bank account via the bank's designated smartphone application. Please check the website of each bank.

※ Procedures carried out at the bank will be conducted in Japanese, so make sure you are accompanied by someone who speaks Japanese.

In addition, some financial institutions require making reservations ahead of time, and some procedures might take longer to complete.

### **[What to bring]**

- Proof of ID (residence card, etc.)

※ Except for diplomats, permanent residents, and those who have not yet received their residence card, you must present your residence card at banks. You cannot establish a bank account if your status of residence expires within a 3 month period starting on the day when you applied for a bank account. Please apply once you have finished the procedures to renew your residence period. If you have a “student” or “technical intern training” visa, please also bring your student or employee identification with you.

- Personal seal (some banks will accept signatures of foreign residents)

### ●How to close a bank account ●

You are required to close your bank account before moving out of the country, etc. Take the following items with you to the bank/Japan Post Bank.

### **[What to bring]**

- Cash card (and bank book if you have one), personal seal (not needed if you used a signature), identifying documents (residence card), etc.

※ It is a crime to buy, sell, lend or give your bank account to another person. In order to avoid getting wrapped up in any illegal activities, make sure to close your account before leaving the country.

※ When your residence card is updated due to a period of stay extension or change in status of residence, please present your updated residence card to the bank's service counter after it has been updated.

### ●ATMs●

ATMs are machines that allow you to deposit or withdraw money from your bank account. Most ATMs at banks can be used without a fee on weekdays from around 9:00 a.m. to around 6:00 p.m. if using a card from the corresponding bank. Outside these hours and on holidays, you will be charged a fee. It is also possible to use the ATMs located within convenience stores, etc.

※ Some ATMs have languages other than Japanese available

## Basics / II. Daily life / 7. Personal seals

### ●Purchasing a personal seal●

In Japan, personal seals are used in place of signatures. Your first or last name is carved on your seal. You can have a personal seal made at a specialty shop.

### ●Registering a personal seal●

When buying a car or signing a contract, you have to have your personal seal registered at your ward office. You can only register a seal if you are aged 15 or over, and are registered as a resident. Only one seal per person may be registered. You cannot register your seal if it does not have the same name as your resident record engraved on it. You may not register a seal with your nickname. For details, please contact each ward office.

## Basics / II. Daily life / 8. Waste disposal

### ●Putting out household waste●

Please put out garbage bags in the designated area before 8:30 a.m. on the morning of the appropriate collection day (day to throw out garbage). Please put out household waste and recyclable plastic containers and packaging in their respective designated bags. These designated bags can be bought at supermarkets and convenience stores.

#### Household waste

Put household waste such as food scraps from the kitchen in a designated green bag and tie it closed so the contents do not fall out.



#### Plastic containers and packaging

Put items that are 100% made out of plastic materials in the designated red bag and tie it closed so the contents do not fall out.



#### Cans, bottles, PET bottles

Put cans and glass and plastic bottles directly into the yellow collection boxes in the collection area. Put cylindrical batteries, mobile batteries, and mercury medical thermometers in clear bags before placing them in the boxes.



#### Paper materials

Sort paper into 4 types (newspaper and folded leaflets, cardboard, cartons, magazines and other paper materials) and tie the bundle up with a string before putting it out. You can also put magazines and other paper materials into plastic bags or paper boxes when you dispose of them.



For details, please see the International Relations Department section of SenTIA's website:

[Top>Information in Foreign Languages>Daily Life>Guide to Sorting Recyclables](#) (J, E, C, K, V, N)

"The Sendai City Guide for Sorting Recyclables and Waste, and How to Put Them Out For Collection" pamphlet is distributed at City Hall, ward offices, and the Sendai Multicultural Center. There is also a video explaining how to put out your garbage on YouTube.

[Sendai Waste Disposal Video](#)

[Search keywords](#) 

### ●Disposing of bulky waste●

Tables, dressers, and other items which longest dimension is over 30cm are considered bulky waste. There is a fee to dispose of these items. You must apply to the Bulky Waste Information Center to have oversized garbage collected and thrown away.

#### **【Application procedure for disposing of bulky waste】**

##### **① Call the Bulky Waste Reception Center in Japanese (TEL: 022-716-5301)**

Hours of operation: Weekdays 9:00 a.m.-5:00 p.m. (Open on (national) holidays)

※ The dates on which bulky waste can be disposed of are predetermined. Make sure to apply early.

Tell the phone operator what kind of item you would like to dispose of and its size. You will be told your reception number, the price, and what day to dispose of it.

##### **② Buy a payment ticket**

Buy a payment ticket for the amount you were quoted at a convenience store. Write your reception number on the ticket and attach it to the item in a visible spot.

##### **③ Put the item where you are told to by the Bulky Waste Reception Center by 8:30 a.m. on the morning of the designated day**

※ You can apply for the collection of some bulky waste online. (Japanese only).

<https://www.sendai-sodai.jp/eco/view/sendai/top.html>

※ Video on bulky waste disposal "Guide on How to Dispose of Bulky Waste in Sendai City" (English only). <https://www.youtube.com/watch?v=jWKQGHq5IRI>

**\* The City of Sendai does not collect the following items.**

**Please consult the store where you bought the item.**

Air conditioners • televisions • refrigerators • freezers • washing machines • dryers • computers • tires • gasoline • fire extinguishers • propane gas cylinders • waste oil (kerosene) • explosives • hazardous substances • dangerous drugs • poison • agricultural chemicals • paint • large safes • pianos • batteries • motorcycles (over 50cc) • automobiles

If you need to call the Bulky Waste Information Center and require language assistance, or if you have any questions about waste disposal, please contact **the Sendai Multicultural Center** (TEL: 022-224-1919; E-mail: [labunka@sentia-sendai.jp](mailto:labunka@sentia-sendai.jp)).



## Basics / II. Daily life / 9. Television and radio

### ●Television●

If you have set up a television in your home, you will need to sign a broadcast subscription contract with NHK, and pay subscription fees. Subscription fees vary depending on your contract. For more information, please contact NHK.

**NHK toll-free number** TEL: 0120-151515

Hours: 9:00 a.m.-6:00 p.m. including Saturdays, Sundays and national holidays (excluding the year-end and New Year holiday period)

**NHK subscription fees guide** <https://www.nhk-cs.jp/jushinryo/>

(J, E, C, K, V and 7 other languages.)

### ●Foreign-language radio programs● ※ Frequency in parentheses

<b>Hello SENDAI (Advice for living in Sendai)</b>	Radio 3 (76.2), FM Izumi (79.7), FM Taihaku (78.9), FM Natori (80.1) For details, see the International Relations Department section of SenTIA's website: <a href="#">Top&gt;Hello SENDAI!</a> (J, C, E, K)	FM
<b>GLOBAL TALK (Advice for disaster risk reduction)</b>	Date fm (FM Sendai) (77.1)	FM
<b>Foreign language news</b>	NHK Radio 2 (Sendai 1089, Kesenuma 1539)	AM

### ●Viewing and listening to international broadcasts on the internet●

NHK international broadcasts are broadcasted 24 hours, aiming to provide people overseas with the latest news and topics about Japan. You can also view or listen to these broadcasts online while in Japan.

**NHK World-Japan TV:** 24-hour English TV broadcasts.

**NHK World Radio Japan:** Radio services broadcast in 17 languages.

There is also an app that you can download for free on smartphones and tablets.

For details, see NHK's website: [NHK WORLD https://www3.nhk.or.jp/nhkworld/](https://www3.nhk.or.jp/nhkworld/)

(J, E, C, K, V and 15 other languages.)

## Basics / II. Daily Life / 10. Police boxes

A police box is a place where police officers are stationed in turns. The officers work to respond to various issues such as crime, and go on patrols to help protect the safety of local residents. If you are the victim of a crime, or have lost your possessions, etc., you can talk to the police officers in the police box about it. It is best to know where your local police box is.

## Basics / II. Daily life / 11. Neighborhood associations

A neighborhood association is a volunteer organization that carries out activities to promote mutual aid and friendly relationships within the neighborhood. You can get to know your neighbors by participating in these activities. (Membership fees vary by association, but are used for things such as neighborhood beautification, disaster drills, and recreational activities.)

**When you join your neighborhood association, you will receive information such as:**

- ① Newsletters from Sendai City and Miyagi Prefecture (Sendai City Newsletter, Miyagi Prefecture News)
- ② Information on various events hosted by the neighborhood association

## Basics / II. Daily life / 12. Taxes, pension, and welfare

### ●Taxes●

All people living in Japan, regardless of nationality, must pay taxes. There are many different types of taxes.

(Examples) Income tax, inhabitant tax (refers to the combined municipal tax and prefectural tax), consumption tax (including local consumption tax), light vehicle tax, automobile tax, etc.

### ●Paying inhabitant tax when you leave Japan●

All residents of Japan must pay inhabitant tax to the city, town or village in which they resided as of January 1 of the given year. Taxes are calculated based on your income in the previous year (January 1-December 31) and must be paid even if you moved or returned to your country during the year.

- ※ If your yearly income is below a certain level, you will be exempt from paying inhabitant tax.
- When you return to your country, please either pay your taxes in advance or designate a tax agent who can pay on your behalf.

### ●Pension●

If you live in Japan and are between the ages of 20 and 60, you must pay into a public pension. There are two kinds of public pension. For details, please inquire at the National Health Insurance and Pension Section of any ward office or a regional Pension Office.

#### • Employees' pension

When you are employed by a company, you will enroll into the employees' pension at work. Payments will be deducted from your paycheck.

#### • National pension

If you are not enrolled in employees' pension, you must enroll in national pension.

- ※ If you neglect your pension payments you may not be able to update your status of residence

### ※ Lump-sum withdrawal payments

If you have paid insurance fees for six months or more, and have returned to your country without receiving the pension money that you paid, you can still receive the payout afterwards.

You can acquire the invoice form at your regional pension office before returning to your country or from the Japan Pension Service website, and you must claim and send the invoice by post within two years of returning to your home country.

For details on documentation and things to keep in mind, please see the Japan Pension Service website.

**Information about lump-sum withdrawal payments for mid to long-term foreign residents** (available in E, C, K, V, Portuguese, Spanish and 8 other languages):

<https://www.nenkin.go.jp/international/japanese-system/withdrawalpayment/payment.html>  
payment.html (You can choose your preferred language on this webpage)

### ●Welfare services●

Disability welfare services are also available for persons with physical, mental or intellectual disabilities or intractable diseases, as well as health and welfare services for the elderly.

For details, please inquire at the Disabled and Senior Citizens Welfare Section of each ward office.

**\* Sendai Multicultural Center Interpretation Support Hotline (TEL: 022-224-1919) \***

## Basics / III. Health / 1. Health check-ups

Residents of Sendai City may take citizen health check-ups provided by the City.

For details, please see the International Relations Department section of SentTIA's website:

[Top>Information in Foreign Languages>Health • Medical treatment>Medical examination](#)

(J, E, C, K)

## Basics / III. Health / 2. Hospitals

Japan has large, well-equipped hospitals (general hospitals) and local, everyday clinics and hospitals. When you are not feeling well, please visit your local clinic/hospital first.

※ General hospitals may require a letter of introduction before you can schedule an appointment.

### ●Going to a hospital/clinic●

- ① Call the clinic/hospital before you go, and make an appointment if necessary.
- ② Take your health insurance card (※) with you to the clinic/hospital. Hand it in at the reception desk.
- ※ If you do not bring your health insurance card, you will be charged the full amount for your visit, even if you have health insurance.
- ※ Hand in your health insurance card at the reception desk the first time you visit a clinic/hospital and again if you were to visit at the beginning of a month.
- ③ The first time you visit a hospital/clinic, you will have to fill out a medical questionnaire. When you are finished, give it to the receptionist. A medical questionnaire is a sheet of questions to determine your state of health.

**You can download a multilingual medical questionnaire at**

<https://www.kifjp.org/medical/> (This sheet was created by Kanagawa International Foundation and International Community Hearty Konandai in 23 languages.)

- ④ When you are called, enter the examination room.
- ⑤ Pay the consultation fee. If you need medication, you will receive a prescription.
- ⑥ If you have received a prescription, bring it to a pharmacy to buy the medication.

Those who need assistance finding information about doctors and staff who can speak foreign languages at hospitals, dentist offices, etc., or need help making an appointment should contact **the Sendai Multicultural Center:**

**(TEL: 022-224-1919 E-mail: [tabunka@sentia-sendai.jp](mailto:tabunka@sentia-sendai.jp)).**

Sendai Multicultural Center does not provide medical interpretation. Miyagi International Association (MIA) can dispatch “health and medical interpretation supporters” in response to requests from medical institutions. Inquire at MIA for details.

Miyagi International Association (MIA) TEL: 022-275-3796 E-mail: [mail@mia-miyagi.jp](mailto:mail@mia-miyagi.jp)

●Health insurance, Myna health insurance card or eligibility certificates●

Residents of Japan must enroll in one of the following two insurance programs. Once you have enrolled in insurance and registered your health insurance information with your Individual Number (My Number) Card, you can use your Individual Number Card as a health insurance card. If you do not link your health insurance information with your Individual Number Card, then you can receive an “Eligibility certificate” instead. If you do not enroll in an insurance, you will be charged the full amount for any visits to the doctor. (If you have health insurance, you pay 30%.)

- ① **Social Insurance (Employee Insurance)**... If you are employed, your employer will complete the procedure for enrollment. Insurance fees will be deducted from your pay.
- ② **National Health Insurance**... If you do not have social insurance, you will enroll in this program. Enroll at your ward office. (Bring your residence card, passport, and bank cash card).

For details, please see the International Relations Department section of SenTIA's website:  
[Top>Information in Foreign Languages>Daily Life>Taxes • Pension • Payment>National Health Insurance Guidebook](#) (J, E, C, K)

## Basics / IV. Children / 1. Pregnancy, childbirth and babies

●If you are pregnant●

Submit a Notification of Pregnancy to your ward's Public Health and Welfare Center or the Public Health and Welfare Section of any general branch.

- ① **You will receive a Maternal and Child Health Handbook** (J, E, C, K, V, N, and 5 other languages)
  - A booklet in which you record the progress of your pregnancy, the growth of your baby, and other information.
- ② **You will also receive a supplementary booklet (for expecting and nursing mothers) which includes items such as vouchers for health check-ups for pregnant persons.**
  - You can use these subsidized vouchers to receive up to 16 pregnancy check-ups at registered medical institutions.
  - After giving birth, you can have up to two postpartum check-ups at registered medical institutions.
- ③ **Health classes are available**

- Parenting classes for pregnant persons and their families are held at Public Health and Welfare Centers.

●Lump-sum allowance for childbirth●

If you have National Health Insurance, you can apply for this allowance at the National Health Insurance and Pension Section of each ward's Public Health and Welfare Center; the National Health Insurance and Pension Section of Miyagi General Branch; or the Public Health and Welfare Section of Akiu General Branch.

If you are a recipient of Employee (Social) Insurance, you apply through your workplace.

●Childbirth Assistance Program●

This system helps low income individuals who cannot afford fees associated with giving birth, by offering affordable options that matches their income. Eligibility depends on a household's tax exemption status. Consultation with the ward office of the area in which you reside is available.

For details, see the City of Sendai website: [Top>Life Information>Health and Welfare>Child-rearing/Youth>Child-rearing Policies>Support/Subsidies/Benefits>Support Related to Pregnancy/Giving Birth>Childbirth Assistance Program](#) (J)

### ●When your baby is born●

Submit a Notification of Delivery to your ward office within 14 days.

Please also fill out the Delivery Contact Information Form in your Maternal and Child Health Handbook supplementary booklet (for expectant and nursing mothers) and send it to your Public Health and Welfare Center as soon as possible. (You will be sent vouchers for health check-ups for your child, and a supplementary booklet (for infants) with vaccination tickets for your child).

Additionally, foreign national couples (excluding couples where one of the spouse is a Japanese national) must apply for acquiring status of residence for their newborn child.

The application must be filed at the immigration bureau that has jurisdiction over your domicile within 30 days from the date of birth.

If you intend to leave Japan within 60 days from the date of birth, it is not necessary to submit an application for a status of residence for your child.

### Childbirth and Child-rearing Guide

Provides explanations regarding pregnancy, child birth, and child-rearing.

International Relations Department section of SenTIA's website:

<https://int.sentia-sendai.jp/child/e/> (J, E, C, K)



### ●What to do when your child is sick●

#### \*In case of emergency, please visit a hospital listed on page 3.

International Relations Department section of SenTIA's website: [Top>Information in Foreign Languages>Child, Families>What to Do When Your Child is Sick](#) (J, E, C, K)

### ●Health check-ups for babies●

You can receive up to three free health check-ups for your baby at registered medical institutions using the forms found in the Maternal and Child Health Handbook supplementary booklet (for infants).

For details, please see the Sendai City website: [Top>Life Information>Health and Welfare>Child-rearing/Youth>Child-rearing Policies>Health>Health of Your Child>Health Check-ups for Infants \(two-month olds, four to five-month olds, eight to nine-month olds\)](#) (J)

## Basics / IV. Children / 2. Toddlers

### ●Immunization for children●

Immunization is necessary to protect your child's health. The age when children can receive vaccines for free is determined based on the timing best suited for immunity-building. If you would like your child to receive vaccinations, please consult with your ward office or general branch, etc. early.

For more details, see the City of Sendai website: [Top>Life Information>Health and Welfare>Health and Medical Care>Information on Infectious Diseases/Vaccinations>Vaccinations>Regular Vaccinations \(Post-infant\)>Vaccination Ages and Schedule for Children](#)(J)

### ●Child allowance●

This is money that those raising children can receive from the City.

Those eligible for the allowance are those living in Sendai and are raising children that are any age from newborns to the end of the fiscal year in which they turn 18. Please apply within 15 days from the day following your child's birth or the date you moved into Sendai.

If you apply late, you may not receive the allowance for that month, so please apply in good time.

For more details, see the City of Sendai website: [Top>Life Information>Health and Welfare>Child-rearing/Youth>Child-rearing Policies>Support/Subsidies/Benefits>Support for Child-rearing Individuals>Child Allowance](#) (J・E・C・K)

### ●Sending your child to nursery school●

If you are unable to take care of your child due to work, school, sickness, or pregnancy, you can have your child cared for at a nursery school.

This service is available for children ranging from approximately four months old to until they enter elementary school.

There are two kinds of nursery schools available: **those that are authorized by Sendai City**, and **those that are not**. Applications for authorized nursery schools should be made to the Childcare Benefit Section of the ward office in the ward where your first-choice nursery is located, or the Public Health and Welfare Section of the Miyagi General Branch. For unlicensed nursery schools, applications should be made directly to the facility.

### ●Authorized nursery schools

**【Hours】** ※ Vary according to the school

Usually from 7:00 or 7:30 a.m. to 6:00 or 6:30 p.m. ※ Extended hours also available.

※ Lunch is served in the afternoon (children ages three and over may be required to bring their own rice or bread).

You must drop off and pick up your child at the school. Nursery school fees are determined based on factors such as each household's inhabitant tax. (Nursery school fees are free of charge for 3-year-old classes to 5-year-old classes.)

**Nursery School Enrollment Information** is available on the International Relations

Department section of SenTIA's website: [Top>Information in Foreign Languages>](#)

[Child, Family>Enrollment Procedure for Childcare Facilities and Services](#) (J, E, C, K)

For more information, see the Sendai City website: [Top>Life Information>Health and Welfare>Child-rearing/Youth>Child-rearing Policies>Drop Off>Regular Education/Child Care Services>Applying to Nurseries and Kindergartens>To Those who Wish to Use Childcare Facilities](#) (J)

**Other services offered by nursery schools** ※ Apply directly to the nursery school

① <b>Temporary childcare</b>	A temporary childcare service for guardians who are working or ill.
② <b>Childcare services on holidays</b>	A childcare service for guardians who must work or are otherwise unable to take care of their children on Sundays or holidays.

### ●Unlicensed childcare facilities●

For information on the services provided by unlicensed childcare facilities, please contact the facility directly. As long as certain conditions are fulfilled, you can receive payment from the City of Sendai equal to the amount of childcare fees under the maximum amount limit.

**For a list of unlicensed childcare facilities**, see the Sendai City website\*: [Top>Life Information>Child-rearing/Youth>Child-rearing Policies>Drop Off>Regular Education/Childcare Services>Unlicensed Childcare Facilities>List of Unlicensed Childcare Facilities](#) (J)

※ Unlicensed childcare facilities may also offer childcare at night or on holidays. Contact the childcare facility directly to apply for entry.

### ●Sending your child to kindergartens●

Children from three years of age until they enter elementary school are eligible to enroll in kindergarten. Apply directly to the kindergarten you wish to enroll your child in. Many kindergartens accept applications for April enrollment beginning in November of the previous year. Nursery school fees within the upper limit are free of charge.

### ●Sending your child to authorized centers for early childhood education and care●

These facilities serve the functions of both a nursery school and a kindergarten. They provide childcare for children under three years old, and education and childcare for children from age three until they enter elementary school. They also provide child-rearing support for households raising children in the neighborhood. Nursery school fees are determined based on each household's inhabitant tax and other circumstances. (Nursery school fees are free of charge for 3-year-old classes to 5-year-old classes).

※ Age of enrollment varies by the facility, so please inquire directly at the facility where you wish to enroll your child. For details, see the Sendai City website: [Top>Life Information>Health and Welfare>Child-rearing/Youth>Child-rearing Policies>Drop Off>Regular Education/Childcare Services>Applications for Kindergartens and Nursery Facilities>For Those Who Would Like to Use Children's Facilities](#) (J)

### ●Sending your children to regional child daycare services●

These are comparatively small childcare facilities aimed at children aged three and under. Applications must be completed in the same way as those for authorized nursery schools.

### ●Places where parent and child can play together (Nobisuku)●

Child-rearing Fureai Plazas (Nobisuku) are facilities that aim to provide child-rearing support for infants, toddlers and their families. Parents and their children can play for free in the "plaza" and consult the staff about child-rearing. Parents can also make use of the paid service "temporary childcare" if their child is within the age range of 6 months old and pre-elementary school age. The days and hours of operation differ across facilities. To use the service, one must register as a member and submit an application beforehand.

For details, see the City of Sendai website: [Top>Life Information>Health and Welfare>Child-rearing/Youth>Child-rearing Policies>Learning and Outings>Parent and Child Friendly Spaces>Nobisuku \(Child-rearing Fureai Plazas, etc.\)](#) (J)



### ●Visiting a children's center●

These are facilities that provide children with toys and a place to play.

All children ages 0 to 17 are welcome.

For details, see the City of Sendai website: [Top>Life Information>Health and Welfare>Child-rearing/Youth>Child-rearing Policies>Learning and Outing>Parent and Child Friendly Spaces>Children's Halls>Children's Halls/Centers](#) (J)

### ※ When you are unsure of how to apply for nursery schools or other childcare facilities...

- You can consult the Sendai Multicultural Center.
- You use the free “tsukibo” volunteer service provided by the foreigner support association, **OASIS** (see page 39 for details).

**\* Sendai Multicultural Center Interpretation Support Hotline (TEL: 022-224-1919) \***

## Basics / IV. Children / 3. School

### ●Sending your child to Sendai municipal elementary and junior high schools●

Apply at the School Affairs Section of the Sendai City Board of Education.

- The school your child will attend is determined by where you live.
- There is no tuition fee. School lunch fees, education material fees and other fees apply.
- Classes are conducted in Japanese.

※ If your period of stay is short (less than two months) you can apply for temporary enrollment.

For details, contact: School Affairs Section, Sendai City Board of Education

TEL: 022-214-8860

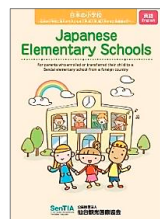
Simple explanation about Japanese elementary schools, junior high schools, and school life in Japan

### ●Japanese Elementary Schools

International Relations Department section of SenTIA's website:

[https://int.sentia-sendai.jp/child/school/e/pdf/English\\_JES.pdf](https://int.sentia-sendai.jp/child/school/e/pdf/English_JES.pdf)

(J, E, C, K, V, N, Tagalog)

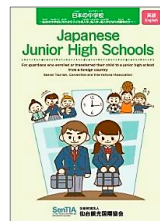


### ●Japanese Junior High Schools

International Relations Department section of SenTIA's website:

[https://int.sentia-sendai.jp/e/download/information/japanese\\_jhs\\_e.pdf](https://int.sentia-sendai.jp/e/download/information/japanese_jhs_e.pdf)

(J, E, C, K, V, N, Tagalog)



※ These materials are distributed for free at the Sendai Multicultural Center

●Support and activities for students and parents whose first language is not Japanese●

Service/Organization	Description of activities	Inquiries
Language support for returnees and foreign children in Japanese schools	Dispatching aides to support students during classes at Sendai municipal elementary and junior high schools	Educational Supervision Section, Board of Education TEL: 022-214-8875
Foreign Residents' Child Support Group	Support for children's Japanese studies, school studies, and volunteer training	Office TEL: 090-2793-8899
SAT Nihongo Club	Support for children with roots abroad in their Japanese language studies every Saturday from 10 a.m. to 12 p.m.	Aoba Ward Chuo Shimin (Civic) Center TEL: 022-263-5010
Children with Roots Abroad Support Consultation Desk	Dispatching of volunteer interpreters and coordinators to schools, hosting training seminars for citizens and people who provide support, etc.	SenTIA TEL: 022-268-6260 Sendai Multicultural Center, Sendai International Center TEL: 022-265-2471
Summer school	A program where children can enjoy studying with volunteers during summer vacation	SenTIA TEL: 022-268-6260
Career guidance	An information session for elementary and junior high school students who wish to enroll in high school in Japan and their parents	SenTIA TEL: 022-268-6260

●International schools in Sendai●

Tohoku International School	TEL: 022-348-2468
Horizon Academy Sendai Campus	TEL: 022-739-9622
Tohoku Korean Primary and Junior High School	TEL: 022-229-2131

**Miyagi Career Guidebook for Children and Parents who are Non-Native Japanese Speakers**

Provides detailed explanations on the Japanese education system, high school, and high school entrance exams

<https://shinro-miyagi.jimdofree.com/english/>

(J, E, C, K, V, N, Tagalog, Spanish)

※ You can get this booklet for free at the Sendai Multicultural Center.






## Basics / V. Transportation / 1. Public transportation

### ●Buses●

Buses in Sendai include Sendai City buses and Miyagi Kotsu buses.

#### How to ride the bus

- a)  In Sendai, you board the bus from the middle and get off from the front door. When paying by cash, please take a ticket from ① as shown on the left. When using IC cards (prepaid smart cards), such as icsca, please tap your card in the location as shown by ②.
- b) When you hear the name of the bus stop you would like to get off at, please push one of the buttons inside of the bus. 
- c)  Pay your bus fee when you get off the bus.  
When paying with cash, first put the ticket and then the displayed amount into ③.  
The machine does not dispense change.  
If you need coins, put money in ④ before you disembark.  
The coin dispenser only accepts 1,000 yen notes, 500, 100, and 50 yen coins.  
When using IC cards, please touch your card on ⑤.  
※ If the funds on your IC card is low, you can recharge your card on the bus. Please ask the bus driver.  
(you will not receive change)

## ●Subway●

There are two Sendai Subway lines (Namboku Line and Tozai Line).

### How to ride the subway



You will pass through an automatic ticket gate when getting on and getting off the subway in Sendai.

When entering and leaving the gate, tap your icsca or other IC card on the terminal marked ①. If you are using an individual ticket or one-day pass, please pass it through the slot marked ② and retrieve it from the slot marked ③ when entering the gate.

When leaving the gate after getting off the train, individual tickets will not pass through to slot ③, but one-day passes will. Do not forget to retrieve it when exiting.

## ●Purchasing individual subway tickets●

Where to purchase: Ticket machines in subway stations.



### ●Purchasing icsca cards●

Where to purchase: Ticket machines or the commuter pass counter in subway stations.

### ●Purchasing one-day passes (Passes you can use as many times as you would like in one day)●

Where to purchase: The commuter pass counter in subway stations, etc. (for the one-day bus pass). Ticket machines in subway stations (for the one-day subway pass).

### ●Purchasing commuter passes (Passes that allow you to ride as many times as you would like within a set route)●

Where to purchase: The commuter pass counter in subway stations

For details, please call the Transportation Bureau Information Center.

Sendai City Buses and Subway	Transportation Bureau Information Center	
	TEL: 022-222-2256 (J)	
	Transportation Bureau Lost-and-Found Center	
	TEL: 022-223-4812 (J)	
Miyagi Kotsu Buses	Transportation Bureau website <a href="https://www.kotsu.city.sendai.jp/">https://www.kotsu.city.sendai.jp/</a>	
	(J, E, C, K, V, N, and more)	
	Miyagi Kotsu Headquarters	TEL: 022-771-5310
	North-bound: Tomiya Office	TEL: 022-358-9031 (Lost and found)
JR East	South-bound: Sendai Office	TEL: 022-243-2131(Lost and found)
	Sendai Station Lost and Found Center	TEL: 022-227-0255
	JR East Info Line (E, C, K)	TEL: 050-2016-1603

### ●JR trains●

JR train tickets can be purchased at travel agencies as well as train stations.

### ●Long-distance buses●

Long-distance buses run between Sendai and other cities. For example, there is a bus from Sendai to Tokyo that takes about 5 hours and 30 minutes. Reservations are required. For details, please contact the respective bus companies.

### ●Taxis●

Most taxis can seat 5, including the driver. If the light on the passenger side of the windshield reads 空車 (kuusha/empty car), raise your hand to stop the taxi. The back door on the left-hand side opens automatically, so you just need to wait until it opens.

Make sure to check the base fare, which is displayed on the side window on the left (same side as where you board the taxi). The fare rises in proportion to the time and distance, so it will increase even when the taxi is stopped in front of a traffic light or stuck in a traffic jam.

There is a surcharge between the hours of 10:00 p.m. and 5:00 a.m.

If you cannot speak Japanese, give the driver a note with your destination written on it.

**\* Sendai Multicultural Center Interpretation Support Hotline (TEL: 022-224-1919) \***

## Basics / V. Transportation / 2. Cars, motorcycles and bicycles

### ●Driving a car or motorcycle in Japan●

You must have a Japanese driver's license or an International Driver's Permit. There are two ways to obtain a Japanese license:

- Convert a driver's license from a foreign country
- Take a theory, aptitude and practical test. The theory test is available in 20 different languages. Appointments can be made through the website of the Miyagi Prefectural Driver's License Center and over the phone.

TEL: 0570-000-798 (Weekdays: 3:00 p.m. – 3:30 p.m. , Sunday 12:30 p.m. – 3:00p.m.)

### ●Converting a foreign license●

Prior reservation (calling beforehand) is required before the application process (reviewing documents) can begin.

**Driver's License Center** TEL: 022-373-3601 (ext. 275) / Weekdays 3:00 p.m.-5:00 p.m.

Converting a foreign license	Conditions	<ul style="list-style-type: none"> <li>• You must have lived in the country that issued your license for at least three months after it was issued.</li> <li>※ Your passport will be used to check your period of stay in the country that issued your passport after your driver's license issuance. If the exit/entry stamp or other information cannot be used to check when you departed the country, other evidence will be required (graduation certificate, certificate of employment, tax payment certificates, etc.).</li> <li>• Your foreign license must not be expired.</li> <li>• Your current address must be in Miyagi Prefecture.</li> </ul>
	What you will need	<ul style="list-style-type: none"> <li>• Application form for driver's license (available at the Driver's License Center)</li> <li>• One 3 x 2.4 cm, black-and-white or color photograph of your face. You must not be wearing a hat, the photo must have a plain background, and your teeth must not be showing.</li> <li>• A copy of your resident record (issued at ward offices)</li> <li>※ This must include your nationality (not required for those with a Japanese license.) You can obtain this at your ward office. For more information on resident records, see page 8.</li> <li>• Your foreign driver's license</li> <li>• Your passport (all passports if you have old ones)</li> <li>• Your Japanese driver's license (if you have one)</li> <li>• A Japanese translation of your foreign driver's license (*1)</li> </ul>
Other		Depending on the country that issued your license, you might only need to take the aptitude test (eye exam, etc.), or you might need to also take a written test (available in multiple languages) and a driving test. You must pay the test fee even if you do not pass. If you are unable to speak Japanese you must bring an interpreter along with you when taking the test.

(\*1) Some countries offer translation services at their embassies or consulates.

You can also contact **JAF** which offers paid translation service.

For details, either refer to the JAF website or inquire via the following number

(TEL: 022-783-2826; weekdays 10:00 a.m.-5:00 p.m.)

### ●Registering your car or motorcycle●

If you own a car or motorcycle, you must register it. Contact the store where you bought the vehicle or one of the organizations below.

<b>Regular cars</b>	Tohoku District Transport Bureau Miyagi Transportation Branch Office	TEL: 050-5540-2011
<b>Light automobile/Kei cars</b>	Light Motor Vehicle Inspection Organization Miyagi Office	TEL: 050-3816-1830
<b>Motorcycles 126cc and above</b>	Tohoku District Transport Bureau Miyagi Transportation Branch Office	TEL: 050-5540-2011
<b>Motorcycles 125cc and below</b>	Taxation and Accounting Section of the ward office/ Taxation Section of the general branch where the motorcycle's primary parking space is located.	

### ●Signing up for insurance●

If you injure someone after causing a traffic accident, you may be required to pay a large sum of money.

If you own a car or a motorcycle, you must sign up for automobile liability insurance (*Jibaiseki-hoken*). Buying optional insurance is also highly recommended. If you bought or were gifted a car, you must check whether it is insured. You can apply at the dealership where you bought the car or directly with an insurance company. You must also enter into a bicycle liability insurance if you intend to ride a bicycle. There are a few kinds of bicycle insurance, including a TS sticker that you can receive if you purchased insurance when having your bicycle inspected or repaired at a bicycle shop. Bicycle liability insurance can also be purchased on the internet or at convenience stores. You can also have bicycle insurance added on as an additional clause through automobile insurance or fire insurance.

### ●Bicycles●

- Register your bicycle to prevent theft, and be sure to get it inspected and keep it well maintained.
- Do not park your bicycle on the street—use a designated bicycle parking area. If you park in an area where parking is prohibited, your bicycle may be confiscated, and you will have to pay a fee in order to get your bicycle back.

※ **For a map of bicycle parking areas, see:**

<https://www.city.sendai.jp/jitenshataisaku/kurashi/machi/kotsu/jitensha/churinjo/map.html> (J, E)

### ●Traffic regulations in Japan●

- Bicycles and all other vehicles use the left side of the road. Pedestrians (people walking) are to walk on the right side of the road when there is no sidewalk.
- Bicycles may be ridden on pedestrian pathways if the path is signposted/marked as shown below.

- You should not drive a vehicle, including bicycles, after consuming alcohol.
- In “Sendai City’s Ordinance on Bicycle Safety,” the city defines the rules that bicycle users must abide by. For detailed information, check the Sendai City website:  
<https://www.city.sendai.jp/jitensha/foreign.html> (J, E, C, K, V, N)

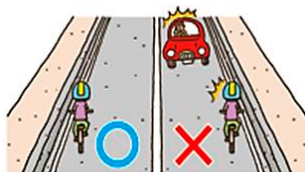


Image source:  
 “Do you know the traffic rules for cycling? Are you following them?”  
 (Public Relations Office – Government of Japan)



Road marking



Traffic sign (designated for bicycles and pedestrians)

### 【Bicycles】

- When riding on the sidewalk, pedestrians are prioritized, and cyclists must stay close to the road and cycle slowly in order to be able to stop immediately when necessary.
- Be sure to wear a helmet and protect your head.
- You must turn on the light of the bicycle when it is dark.
- It is against regulations to use your mobile phone for phone calls or otherwise, to use an umbrella, or to hang things on your handlebars, while riding a bicycle.
- You must not wear headphones or earphones while riding a bicycle.
- You must not ride side by side or have two people ride on the same bicycle at once.



- ※ Those who have been caught violating regulations two or more times by the police within a three year period must attend a training course.

### 【Cars】

- You must wear a seatbelt regardless of which seat you sit in.
- Children under the age of 6 must use a booster seat in the car.



### 【Motorcycles】

- You must wear a helmet.

### 【E-scooters, etc. (Specified small motorized bicycles)】

- These vehicles can only be used by those 16 years or older.
- They must be driven at speeds under 20 km/h along the left side of the road
- As a rule, they must not be driven on the sidewalk.



- ※As an exception, vehicles that meet the requirements can be driven on sidewalks if they are under speeds of 6 km/h.
- You must sign up for automobile liability insurance.



- Be sure to wear a helmet and protect your head.

### 「E-scooter safe use guide」

[https://www.keishicho.metro.tokyo.lg.jp/kotsu/jikoboshi/torikumi/kotsu\\_joho/kickboard.files/202310\\_reaflet.pdf](https://www.keishicho.metro.tokyo.lg.jp/kotsu/jikoboshi/torikumi/kotsu_joho/kickboard.files/202310_reaflet.pdf)

(E, C, V, K)

### 「Traffic safety guide for pedestrians and cyclists in Japan」

[https://www.npa.go.jp/koutsuu/kikaku/trafficsafety/traffic\\_safety\\_english.pdf](https://www.npa.go.jp/koutsuu/kikaku/trafficsafety/traffic_safety_english.pdf) (E)

[https://www.npa.go.jp/english/bureau/traffic/document/06\\_traffic\\_safety\\_cn.pdf](https://www.npa.go.jp/english/bureau/traffic/document/06_traffic_safety_cn.pdf) (C)

[https://www.npa.go.jp/english/bureau/traffic/document/07\\_traffic\\_safety\\_kr.pdf](https://www.npa.go.jp/english/bureau/traffic/document/07_traffic_safety_kr.pdf) (K)

[https://www.npa.go.jp/english/bureau/traffic/document/05\\_traffic\\_safety\\_pt.pdf](https://www.npa.go.jp/english/bureau/traffic/document/05_traffic_safety_pt.pdf) (Portuguese)

### Road signs



Dead end



No entry



Only designated  
directions permitted



No overtaking



No stopping  
or parking



No parking



Speed limit  
(50km/h)



Bicycles/ specified  
small motorized  
bicycles only



Bicycles and  
pedestrians only



Pedestrians  
only



Two-step turn  
required for  
mopeds



Stop



No crossing



School/  
kindergarten/  
nursery

### Multilingual Traffic Safety DVD

Provides simple explanations on how to ride bicycles safely,  
what to do if you get into an accident and more, in 5 different languages.

<https://www.youtube.com/watch?v=MurfsFk8CZ4>

(J, E, C, V, N)



## Basics / VI. Work

You can work in Japan if your status of residence allows it and the nature of the work matches the eligibilities outlined by your status of residence.

### Employment agencies (registration required to use services)

<b>Hello Work Sendai</b>	<p>Sendai MT Bldg. 4F, 4-2-3 Tsutsujigaoka, Miyagino-ku TEL: 022-299-8819</p> <p><b>【Foreigners' Employment Service Corner】</b></p> <p>Chinese consultation hours: Tuesday 10:00 a.m.-3:30 p.m. (excluding 12:00 p.m.-1:00 p.m.)</p> <p>English consultation hours: Thursday 10:00 a.m.- 3:30 p.m. (excluding 12:00 p.m.-1:00 p.m.)</p> <p>*Days and hours of operation are subject to change</p> <p>Search for jobs online at <a href="https://www.hellowork.mhlw.go.jp/">https://www.hellowork.mhlw.go.jp/</a> (J)</p>
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You can also search for jobs using the free pamphlets distributed at train stations and supermarkets.

### 【Useful words for job-hunting】

<b>Shuro shikaku shomeisho</b>	<p>Document certifying that you are eligible to work in Japan.</p>
<b>Shikaku-gai katsudo</b>	<p>Authorization necessary for you to be able to work a job that falls outside of the eligibilities outlined by your status of residence. This permit is necessary even for international students who would like to work part-time jobs. For details, see page 8.</p>
<b>Shashin tsuki rerekisho</b>	<p>A form (resumé) on which you outline your academic and work history, as well as other information. It is submitted to companies or shops where you wish to seek employment. It is necessary even when seeking part-time work. You can learn how to fill out this form here: <a href="https://www.tia.toyota.aichi.jp/jp-site/e-learning/">https://www.tia.toyota.aichi.jp/jp-site/e-learning/</a> (Toyota Nihongo e-learning: E, C, Portuguese, Spanish)</p> <p>※ In addition to a <i>rerekisho</i>, you may also need to submit a <i>shokumu keirekisho</i> (CV).</p>
<b>Shorui senko</b>	<p>The process of potential employers reviewing your <i>rerekisho</i> in order to decide whether to hire you or not.</p>
<b>Mensetsu</b>	<p>A job interview. Your <i>rerekisho</i> will be used as a reference.</p>

### Job Hunting Guide for International Students

A guide created by the Japan Student Services Organization (JASSO) (J, E).

[https://www.jasso.go.jp/ryugaku/after\\_study\\_j/job/guide.html](https://www.jasso.go.jp/ryugaku/after_study_j/job/guide.html)

## Other Information

### ●Studying Japanese●

There are many places to learn Japanese in Sendai. You can search for the type of class that suits you best.

Classroom style	There are classrooms where you can gather to study Japanese. Textbooks are used in these classes. There are also classes catered to children.
Small group	You can talk and be taught in small groups.
One-on-one	You can study one-on-one with Japanese volunteers. The time and location of lessons can be adjusted.
Online	There are websites where you can study online. There are also sites where you can learn foreign languages.

For more details, see the “SentTIA Community-based Japanese Education Portal Site”.

<https://www.int.sentia-sendai.jp/nihongo/>

The International Relations Department section of SentTIA's website



[Top>Study Japanese in SENDAI](#)

(J, E, C, K, V, N)

### ●Japanese Language Proficiency Test (JLPT)

The Japanese Language Proficiency Test is a test aimed at non-native speakers and is held twice a year, once in July and once in December. Applications can be submitted online.

For more information see the JEES (Japanese Educational Exchanges and Services) website

[Japanese Language Proficiency Test](#) <https://info.jees-jlpt.jp/> (J, E)

### ●Scholarships for international students in Japan

In Japan, there are various scholarships on offer for exchange students. You can view a pamphlet with a list of the main scholarships on offer from the Study in Japan informational website below.





[Pamphlets for scholarships for international students in Japan](#)

<https://www.studyinJapan.go.jp/ja/planning/brochures/> (J)

<https://www.studyinJapan.go.jp/en/planning/brochures/> (E)

## ●Obtaining information●

### Questions and consultations about daily life

<p>Sendai Tourism, Convention and International Association (SenTIA), International Relations Department</p> 	<p>English available. Weekdays 9:00 a.m.-5:30 p.m. Keihan Sendai Ichibancho Bldg. 6F, 3-3-20 Ichibancho, Aoba-ku, Sendai TEL: 022-268-6260 Fax: 022-268-6252 HP : <a href="https://int.sentia-sendai.jp/e/">https://int.sentia-sendai.jp/e/</a> X (Formerly Twitter) : <a href="https://twitter.com/SENTIA_info/">https://twitter.com/SENTIA_info/</a> Facebook : <a href="https://www.facebook.com/sendai.sira/">https://www.facebook.com/sendai.sira/</a></p>
<p>Sendai Multicultural Center</p>   <p>Interpretation Support Hotline</p>	<p>English, Chinese, Korean, Vietnamese, Nepali, Portuguese, Spanish, Thai, Russian, Indonesian, Tagalog, Italian, French, German, Malay, Khmer, Burmese, Mongolian, Sinhala, Hindi, Bengali, Urdu and Ukrainian available. Provides daily life consultations for foreign residents and offers advice for multicultural community building. Everyday: 9:00 a.m.-5:00 p.m. ※ Except during the year end and new year holiday and maintenance days (one to two days per month) TEL: 022-265-2471 FAX: 022-265-2472 Interpretation Support Hotline TEL: 022-224-1919 E-mail: <a href="mailto:tabunka@sentia-sendai.jp">tabunka@sentia-sendai.jp</a></p>
<p>Specialist Consultations for Foreign Residents</p> 	<p>Free consultation and interpretation. Held periodically. Reservation required. Specialists from the Miyagi Administrative Scrivener Association, Sendai Bar Association, Sendai Regional Immigration Bureau, Miyagi Labour Bureau, Tohoku Tax Accountants' Association, and the Sendai City Entrepreneurship Support Center ASSISTA are available for consultation. TEL: 022-265-2471 (Sendai Multicultural Center)</p>
<p>OASIS (Open Assist &amp; Support in Sendai)</p>	<p>Dispatches accompanying volunteers to help foreigners who find communication in Japanese difficult, or are not yet used to life in Japan by accompanying them on visits to public offices, private organizations, educational institutes, hospitals, etc. TEL: 022-265-2471 (Inside Sendai Multicultural Center)</p>
<p>Miyagi International Association (MIA)</p>	<p>English and Chinese available. Weekdays 8:30 a.m.-5:15 p.m. Miyagi-ken Sendai Godochosha 7F, 4-17 Tsutsumidori- Amamiyamachi, Aoba-ku, Sendai TEL: 022-275-3796 <a href="https://mia-miyagi.jp/">https://mia-miyagi.jp/</a></p>

<p>Miyagi Support Center for Foreign Nationals (part of MIA)</p>	<p>Japanese, English, Chinese, Korean, Vietnamese, Tagalog, Indonesian, Nepali, Portuguese, Thai, Hindi, Spanish, and Russian available.</p> <p>Weekdays 9:00 a.m.-5:00 p.m. ※ Unavailable on national holidays and during the year-end and New Year's holidays</p> <p>Consultation with other organizations is also available via three-way phone calls (Miyagi International Association (MIA))</p> <p>TEL: 022-275-9990</p>
<p>Support Hotline, Foreign Language Specialist Line (General Incorporated Association Social Inclusion Support Center)</p>	<p>Phone consultations available in English, Chinese, Korean, Tagalog, Vietnamese, Thai, Portuguese, Spanish, Nepali and Indonesian. (Availability of languages vary depending on the time of the day.)</p> <p>① Consultation hotline (free dial) Daily 10:00 a.m.-10:00 p.m. TEL: 0120-279-226 (for Iwate, Miyagi and Fukushima Prefecture only) (TEL: 0120-279-338 if calling from other regions)</p> <p>※ Press 「2」 after the phone guidance. <a href="https://www.since2011.net/yorisoi/n2/">https://www.since2011.net/yorisoi/n2/</a></p> <p>② Online social media consultations</p> <ul style="list-style-type: none"> <li>• Phone consultations using Facebook messenger <a href="https://www.since2011.net/yorisoi/n2-sns/">https://www.since2011.net/yorisoi/n2-sns/</a></li> <li>• Comarigoto Information Dissemination (chat consultation) <a href="https://comarigoto.jp/">https://comarigoto.jp/</a></li> </ul>
<p>Legal Affairs Bureau, Foreign Language Human Rights Consultation Line</p>	<p>English, Chinese, Korean, Filipino, Portuguese, Vietnamese, Nepali, Spanish, Indonesian and Thai available.</p> <p>Weekdays 9:00 a.m.-5:00 p.m. TEL: 0570-090911</p>
<p>Japan Legal Support Center, Multi-language Information Services (Hou terasu)</p>	<p>English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Tagalog, Nepali, Thai and Indonesian available.</p> <p>Weekdays 9:00 a.m.-5:00 p.m. TEL: 0570-078377</p> <p>※ IP phone • Prepaid phone TEL: 050-3754-5430</p>

El Sola Sendai	<p>Only available in Japanese (you may arrange and bring your own interpreter)</p> <p>① Consultations for women</p> <ul style="list-style-type: none"> <li>General consultations in person (reservations required) Monday, Wednesday- Saturday 9:00 a.m.-5:00 p.m., Tuesday 9:00 a.m.-9:00 p.m. TEL: 022-268-8302</li> <li>Telephone consultations Monday, Wednesday -Saturday 9:00 a.m.-3:30 p.m. TEL: 022-224-8702</li> <li>Legal consultations with a lawyer (in person only) (prior reservations and screening interview required)</li> </ul> <p>② Consultation desk for discrimination based on sex, etc. Monday-Saturday 9:00 a.m.-5:00 p.m. TEL: 022-268-8043</p> <p>*Excluding national holidays, 2 days closed per month, and the year-end and New Year's holidays.</p>
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### Sendai Tourist Information

Sendai Tourist Information Center	<p>English available. Daily 8:30 a.m.-7:00 p.m. (December 31-January 3 9:00 a.m.-5:00 p.m.) JR Sendai Station 2F TEL: 022-222-4069</p>
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### Informational booklets for foreigners

Information in Foreign Languages provided by the City of Sendai and SenTIA	<p>Multilingual information related to topics such as daily life, disaster risk reduction, health and medical treatment, and child and family. <a href="https://int.sentia-sendai.jp/e/information/">https://int.sentia-sendai.jp/e/information/</a> (SenTIA)</p>
Daily Life Support Portal for Foreign Nationals (Immigration Services Agency Website)	<p>Multilingual information about topics including daily life and work for foreign residents living in Japan and those who support them. <a href="https://www.moj.go.jp/isa/support/portal/">https://www.moj.go.jp/isa/support/portal/</a> (Immigration Services Agency, Ministry of Justice)</p>

## ●Contact information for the Prefectural Office, City Hall, and ward offices●

Miyagi Prefectural Office	3-8-1 Honcho, Aoba-ku	TEL: 022-211-2111
Sendai City Hall	3-7-1 Kokubuncho, Aoba-ku	TEL: 022-261-1111
Aoba Ward Office	1-5-1 Kamisugi, Aoba-ku	TEL: 022-225-7211
Izumi Ward Office	2-1-1 Izumi-chuo, Izumi-ku	TEL: 022-372-3111
Taihaku Ward Office	3-1-15 Nagamachi-minami, Taihaku-ku	TEL: 022-247-1111
Miyagino Ward Office	2-12-35 Gorin, Miyagino-ku	TEL: 022-291-2111
Wakabayashi Ward Office	3-1 Hoshuinmaecho, Wakabayashi-ku	TEL: 022-282-1111
Miyagi General Branch Office	5 Kannondo, Shimoayashi, Aoba-ku	TEL: 022-392-2111
Akiu General Branch Office	45-1 Ohara, Nagafukuro, Akiu-machi, Taihaku-ku	TEL: 022-399-2111

## ●Public Facilities in Sendai City●

The following public facilities are located within Sendai City.

### • Libraries

There are seven public libraries in Sendai City. Library card holders can borrow and make reservations for library materials. Libraries can be used for free.

For details, see the Sendai City Library website: <https://lib-www.smt.city.sendai.jp/>

(J・E・C・K)



### • Citizen Centers (Shimin Centers)

Citizen Centers are communal facilities where citizens can partake in grassroots activities and lifelong learning. Citizens can use these facilities to learn, interact, and promote community building.

For details, see the Citizen Center User Guide: <https://www.hm-sendai.jp/siminc/> (J)



Besides from the aforementioned facilities, there are also other public facilities including parks, cultural facilities, sports facilities, and more.

For details, see the City of Sendai website: [Top>Living Information>Facility Guide> Public](#)

### Facility Guide

In addition, the following facilities have entrance fee reductions or exemption schemes for international students and their families.

Eligibility	<p>(1) Individuals residing in the City whose status of residence is “Student”</p> <p>(2) Individuals enrolled in universities/junior college/vocational school/specialized training college located in Sendai City whose status of residence is “Student”</p> <p>(3) Family members accompanying individuals who meet requirements (1) or (2)</p> <p>※ Published information is subject to change. For details, inquire at each facility directly.</p>
How to redeem	Show your student ID and residence card at the reception of a facility

Participating facilities	Address/Phone number/ Website	
Sendai Yagiya Zoological Park	1-43 Yagiya Honcho, Taihaku-ku TEL : 022-229-0631 <a href="https://www.city.sendai.jp/zoo/index.html">https://www.city.sendai.jp/zoo/index.html</a>	
Sendai Literature Museum	 2-7-1 Kitane, Aoba-ku TEL : 022-271-3020 <a href="https://www.sendai-lit.jp/">https://www.sendai-lit.jp/</a>	
Sendai City Museum	26 Kawauchi, Aoba-ku TEL : 022-225-3074 <a href="https://www.city.sendai.jp/museum/index.html">https://www.city.sendai.jp/museum/index.html</a>	
3M Sendai City Science Museum	 4-1 Dainohara Forest Park, Aoba-ku TEL : 022-276-2201 <a href="http://www.kagakukan.sendai-c.ed.jp/">http://www.kagakukan.sendai-c.ed.jp/</a>	
Sendai Astronomical Observatory	9-29-32 Nishikigaoka, Aoba-ku TEL : 022-391-1300 <a href="https://www.sendai-astro.jp/">https://www.sendai-astro.jp/</a>	
Sendai City Museum of History and Folklore	 1-3-7 Gorin, Miyagino-ku (Inside Tsutsujigaoka Park) TEL : 022-295-3956 <a href="https://www.sendai-c.ed.jp/~bunkazai/~rekimin/index.html">https://www.sendai-c.ed.jp/~bunkazai/~rekimin/index.html</a>	
Sendai City War Reconstruction Memorial Hall	2-12-1 Ohmachi, Aoba-ku TEL : 022-263-6931 <a href="https://www.hm-sendai.jp/sisetu/sensai/index.html">https://www.hm-sendai.jp/sisetu/sensai/index.html</a>	
Sendai City Tomizawa Site Museum	 4-3-1 Nagamachi-minami, Taihaku-ku TEL : 022-246-9153 <a href="https://www.sendai-c.ed.jp/~bunkazai/~chiteinomori/">https://www.sendai-c.ed.jp/~bunkazai/~chiteinomori/</a>	
Sendai City Jomon Site Park	10-1 Yamada-Uenodaicho, Taihaku-ku TEL : 022-307-5665 <a href="https://www.sendai-c.ed.jp/~bunkazai/~jyoumon/">https://www.sendai-c.ed.jp/~bunkazai/~jyoumon/</a>	
Sendai City Akiu Otaki Botanical Garden	 5 Otaki, Baba Akiu-machi, Taihaku-ku TEL : 022-399-2761 <a href="http://sendai-green-association.jp/green/akiu/">http://sendai-green-association.jp/green/akiu/</a>	
Sendai Wild Plants Garden (Yasoen)	2-1-1 Mogasaki, Taihaku-ku TEL : 022-222-2324 <a href="http://sendai-green-association.jp/green/yasouen/">http://sendai-green-association.jp/green/yasouen/</a>	



<sup>ゆび</sup> 指さし会話 <b>Conversation Chart</b>	<sup>はい</sup> <b>Yes</b> ○	<sup>いいえ</sup> <b>No</b> ×
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<sup>あ</sup> 当てはまる項目を指でさしてください。

Point to what you would like to say.

<sup>にほんご</sup> 日本語が話せません/書けません。 <b>I can't speak/write Japanese.</b>	<sup>はな</sup> わかります。 <b>I understand.</b>	<sup>か</sup> わかりません。 <b>I don't know.</b>
---	---	---

## ●あいさつ ●GREETINGS

<sup>わたし</sup> 私は～と申します。 <b>My name is ~.</b>	<sup>もう</sup> ありがとうございます。 <b>Thank you.</b>	<sup>どういたしまして。</sup> <b>You're welcome.</b>
<sup>ごめんなさい。</sup> <b>I'm sorry.</b>	<sup>すみません。</sup> <b>Excuse me.</b>	

## ●お願い ●REQUESTS

<sup>ねが</sup> お願いします。/～をください。 <b>Please give me～</b>	<sup>き</sup> お聞きしたいことがあります。 <b>Can I ask you a question?</b>	
<sup>いちどい</sup> もう一度言ってください。 <b>Please say it again.</b>	<sup>い</sup> ゆっくり言ってください。 <b>Please say it slowly.</b>	<sup>み</sup> ～を見せてください。 <b>Please show me～.</b>
<sup>か</sup> それをここに書いてください。 <b>Please write it down here.</b>	<sup>ま</sup> ちょっと待ってください。 <b>Please wait a moment.</b>	<sup>ほ</sup> ～が欲しいです。 <b>I want～.</b>
<sup>まよ</sup> 迷いました。(家に/ここに)連れて行ってください。 <b>I'm lost. Please take me home/ here.</b>		<sup>い</sup> ～へ行きたいです。 <b>I want to go to～.</b>

● 質問

● QUESTIONS

ほけんしょう みぶんしょうめいしょ ざいりゅう 保険証/身分証明書/在留カードはありますか？ Do you have a health insurance card/ID/residence card?		
えいご はなひと 英語を話す人はいますか？ Is there anyone who speaks English?	これ/それ/あれは何ですか？ What is this/it/that?	
～はありますか？ Do you have～？	これはいくらですか？ How much does this cost?	～はどこですか？ Where is～？
どこで～を <sup>か</sup> 買えますか？ Where can I buy ～？	この地図 <sup>ちず げんざいち</sup> で現在地はどこですか？ Where am I now on this map?	
～に行く <sup>い</sup> のにはどの（バス/電車 <sup>でんしゃ</sup> /地下鉄 <sup>ちかてつ</sup> ）に <sup>の</sup> 乗ればいいですか？ Which (bus/train) should I take to go to ～？		
～に行く <sup>い</sup> にはどこで <sup>お</sup> 降りればいいですか？ Where should I get off to go to ～？	どのくらい時間 <sup>じかん</sup> がかかりますか？ How long does it take?	
つぎ <sup>つぎ</sup> の（バス/電車 <sup>でんしゃ</sup> /地下鉄 <sup>ちかてつ</sup> ）は何時 <sup>なんじ</sup> ですか？ What time does the next (bus/train) leave?	～へはどう <sup>い</sup> 行けばよいですか？ How can I get to～？	

● 質問の答え

● ANSWERS

<p>この<sup>ちか</sup>近くにはありません。</p> <p><b>There isn't one near here.</b></p>	<p><sup>ち す</sup>（地図で）ここです。</p> <p><b>You are here (on the map).</b></p>
<p>こちら/あちらです。</p> <p><b>Over here/there.</b></p>	<p><sup>うんでんしゅ えきいん てんいん ほか ひと き</sup> （運転手/駅員/店員/他の人）に聞いてください。</p> <p><b>Please ask (the driver/a station officer/a store clerk/someone else).</b></p>
<p><sup>でんしゃ</sup>（バス/電車/<sup>ちかてつ</sup>地下鉄/<sup>い</sup>タクシー）で行かなければいけません。</p> <p><b>You need to take a (bus/train/taxi) to get there.</b></p>	

たす 助けてください！ Help!	きゅうきゅうしゃ よ 救急車を呼んでください！ Please call an ambulance!
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● びょういん 病院 ● HOSPITAL

<small>たいちょう</small> 体調はどうですか？ Are you feeling ok?	<small>びょういん い</small> 病院に行きたいです。 I want to go to a hospital.	<small>どう き</small> 動悸がします。 I have heart palpitations.
<small>あたま いた</small> 頭が痛いです。 I have a headache.	<small>は け</small> 吐き気がします。 I feel sick.	<small>おなか いた</small> おなかが痛いです。 I have a stomachache.
<small>めまい</small> がします。 I feel dizzy.	<small>げり</small> 下痢をしています。 I have diarrhea.	アレルギーがあります。 I have an allergy.

● たんごちょう 単語帳 ● VOCABULARY

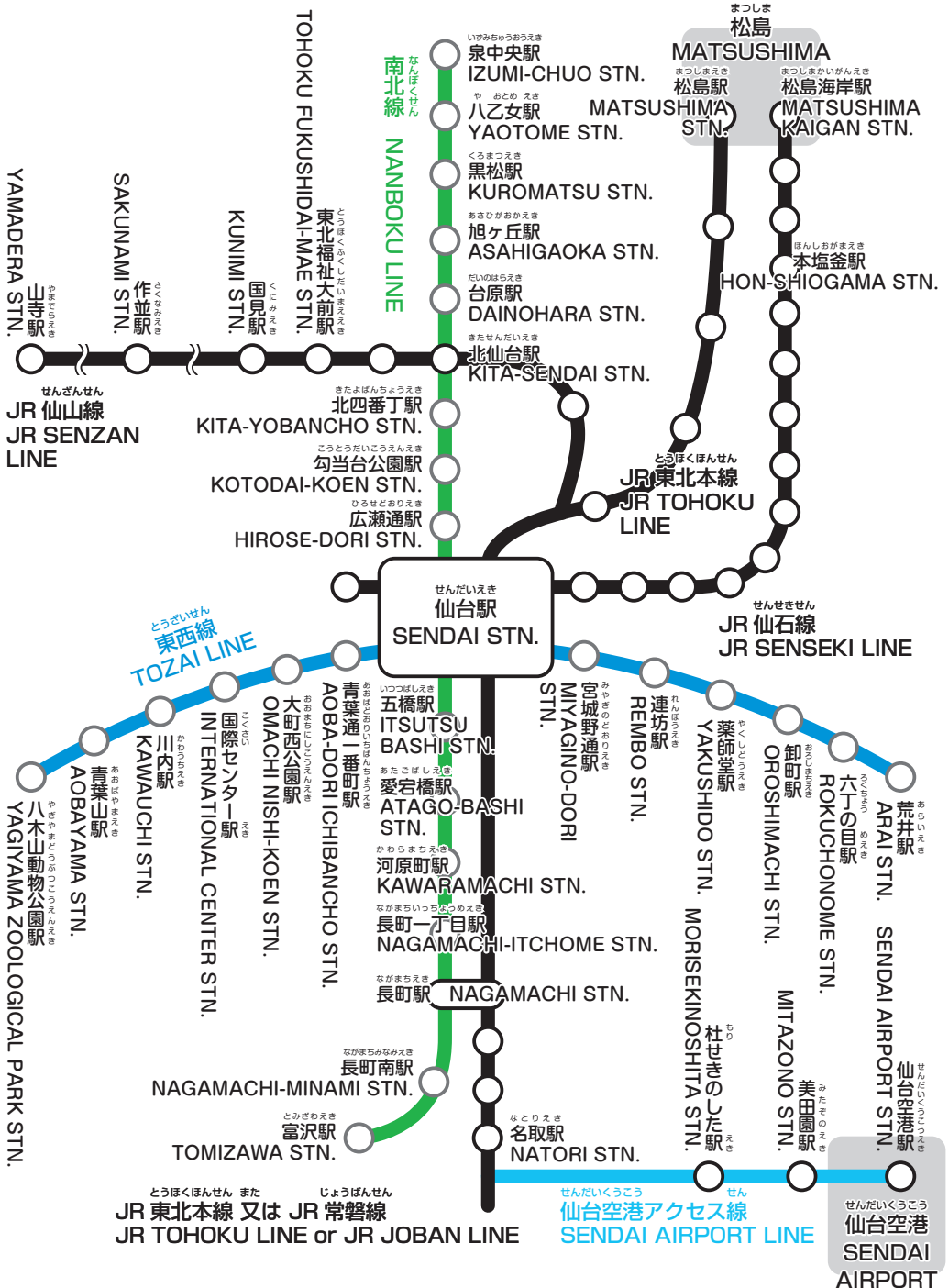
<small>し やくしょ</small> 市役所 City Hall	<small>く やくしょ</small> 区役所 Ward office	<small>しゅつにゅうこくかんにきょく</small> 出入国管理局 Immigration Bureau	<small>びょういん</small> 病院 Hospital
<small>ゆうびんきょく</small> 郵便局 Post Office	<small>ぎんこう</small> 銀行 Bank	ATM ATM	<small>こうしゅう て あら</small> 公衆トイレ（お手洗い） Public washroom
<small>もよ えき</small> 最寄り駅 The nearest station	<small>えき</small> 駅 Station	<small>ちかてつ</small> 地下鉄 Subway	<small>てい</small> バス停 Bus stop
スーパーマーケット Supermarket	ドラッグストア Drug store	コンビニエンスストア Convenience store	

せんだいた ぶん かきょうせい 仙台多文化共生センター つうやく でんわ 通訳サポート電話（TEL：022-224-1919）

**Sendai Multicultural Center Interpretation Support Hotline TEL: 022-224-1919**

## 仙台周辺路線図

# Sendai area transportation





## Consultations in foreign languages and interpretation support

# 通訳サポートと 外国語での相談



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दोभाषे सहायता टेलिफोन र विदेशी भाषाहरुमा परामर्श

ことば    てつだ  
言葉の手伝いをします。  
せいかつ    わ  
生活で分からないことがあれば、  
き  
聞いてください!

通訳サポート電話    Interpretation Support Hotline

**022-224-1919**  
**tabunka@sentia-sendai.jp**

### 22言語で話せます

日本語 にほんご	英語 えいご	英語 English	中国語 ちゅうごくご	韓国語 かんごくご	ベトナム語 べトナムご
ネパール語 ネपाल भाषा	タガログ語 Tagalog	タイ語 タイ	ポルトガル語 Português	スペイン語 Español	ロシア語 Русский
インドネシア語 Bahasa Indonesia	イタリア語 Italiano	フランス語 Français	ドイツ語 Deutsch	マレー語 Bahasa Melayu	クメール語 ខ្មែរ
ミャンマー語 မြန်မာစာ	モンゴル語 Монгол хэл	シンハラ語 සිංහල	ヒンディー語 हिन्दी	ベンガル語 বাংলা	ウクライナ語 Українська

※他の言語でも話せるかもしれませんが    ※話したことは他の人に言いません

## Sendai Multicultural Center 仙台多文化共生センター

仙台多文化共生中心    센다이 다문화공생센터  
Trung tâm đa văn hóa Sendai    सेन्दाई बहुसांस्कृतिक समाज केन्द्र



日本語    English    中文    韓国語    Tiếng Việt    नेपाल भाषा  
仙台市 City of Sendai    (公財) 仙台観光国際協会 Sentia

# 外国人のための専門相談会

Specialist Consultations for Foreign Residents

面向外国人的专家咨询会 / 為外國人舉辦的專門諮詢會 / 외국인을 위한 전문상담회

Buổi tư vấn chuyên môn dành cho người nước ngoài

विदेशी नागरिकका लागि विशेषज्ञिय परामर्श कार्यक्रम

せんもんきかん

むりよう

そうだんかい

せいかつ

なか

こま

そうだん

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開催日時、申込方法など



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सेんだいたぶんかきょうせい  
仙台多文化共生センター  
Sendai Multicultural Center



せんだいしあおぼくこくぶんちよう

せんだい

かい

仙台市青葉区国分町3-6-1 仙台パークビル1階  
Sendai Park Building 1F, 3-6-1 Kokubunchō, Aoba-ku, Sendai

TEL 022-224-1919

Email tabunka@sentia-sendai.jp

https://int.senia-sendai.jp/j/exchange/

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