

**湖西市生活ガイドブック**  
**～英語版～**

**Guide book for living in Kosai**  
**～ English ～**



**湖西市（2026.4.1～）**  
**Kosai City**

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## 1. You can get information in various languages!

### 1.1 General desk for foreign residents

We give necessary guidance for foreigners, such as interpretation or assistance for the application procedure at the city office; or to solve the problems related to livelihood, job, childcare and welfare.

■General desk for foreign residents/ on the first floor at the city office

【Available hour and language】

- Portuguese : Monday to Friday 9:00～16:30
- Spanish : Monday to Friday 9:00～15:30
- Other languages

Monday to Friday 9 : 00 ～ 16 : 30

(We will use a video interpreter or a translation machine)

※ Closed on Saturdays/ Sundays / holidays / December 29th to January 3rd.

☎053-576-2211 (Portuguese, Spanish)

☎053-576-1213 (Japanese (Shimin-ka at the city office))

### 1.2 The video of the life guide

You will know the rules of Japanese life, what to do when you have earthquakes, accidents, fires or illness as well as how to study Japanese or where to consult if you have any trouble. We have Portuguese, Spanish, Vietnamese, Indonesian, Tagalog, Chinese and English.



### 1.3 A bulletin in foreign language (Informativo)

A bulletin in foreign language is issued in the beginning of each month. Notifications from the city or information of the city events are printed on it. There are versions in Portuguese, Spanish and Japanese with furigana (Japanese syllabaries). You can look at it on the city website or you can get it at the city office, library or Kosai Association for International Exchanges (KOKO).



### 1.4 Multilingual Facebook (Informativo de KOSAI)

You can read announcements from Kosai City in Portuguese, Spanish, and Easy Japanese.



### 1.5 Website of the city/SNS

Kosai City shares announcements and event information on its official website and social media accounts.

The Kosai City website is available in Portuguese, Spanish, Indonesian, Vietnamese, Chinese (Simplified and Traditional), and English.

The latest information can also be checked on official LINE, Facebook, X(Twitter) or Instagram of Kosai city.

City website



Official LINE



Official Instagram



Official Facebook



Official X(Twitter)



## 2. The main facilities in Kosai city

○Kosai city office

3268 Kibi, Kosai city

Monday to Friday 8:30-17:15

※ Closed on Saturdays/ Sundays / National holidays / December 29th to January 3<sup>rd</sup>.

○Kosai city Health and welfare center (Oboto)

1044 Komi, Kosai city

Monday to Friday 8:30-17:15

※ Closed on Saturdays/ Sundays / National holidays / December 29th to January 3<sup>rd</sup>.

○Arai branch (in Arai regional center)

519-1 Hamana, Araimachi, Kosai city

Monday to Friday 8:30-17:15

※ Closed on Saturdays/ Sundays / National holidays / December 29th to January 3<sup>rd</sup>.

※There is no interpreter.

※There is a case you cannot do the procedure depending on the contents.

○Seibu service center for citizens (in Seibu area center)

2-4-1 Ekinan, Kosai city 8:30-17:15

※ Closed on Saturdays/ Sundays / National holidays / December 29th to January 3<sup>rd</sup>.

※There is no interpreter.

※There is a case you cannot do the procedure depending on the contents.

### 3. Procedure at the city office

- indicates necessary notification or procedure
- indicates a section in charge / location

#### 3.1 Notification of the resident registration

##### □ Resident registration

(Notification of entry, moving in, out or removal)

- Community Service section “Shimin-ka” / On the first floor of the city office
- Arai branch / On the first floor of Arai regional center

If you change the address due to the reasons below, please come to do the procedure.

| Reason                                                                            | Period of notification                               | Things to bring                                                                                                                                                                                                                                                                |
|-----------------------------------------------------------------------------------|------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <Entry><br>(Nyukoku)<br>When you start living in Japan                            | Within 14 days from when you started living in Japan | <ul style="list-style-type: none"> <li>• Resident (Zairyu) card</li> <li>• Passport</li> <li>• Document you can officially prove the family relation between you and the householder, and its Japanese translation</li> </ul>                                                  |
| < Moving in ><br>(Tennyu)<br>When you move in from other cities in Japan          | Within 14 days from when you moved in                | <ul style="list-style-type: none"> <li>• Resident (Zairyu) card</li> <li>• Notification of change of residence</li> <li>• Official document that proves the relation between family members and householder, and its Japanese translation</li> <li>• My number card</li> </ul> |
| < Removal ><br>(Tenkyo)<br>When you relocate in the city                          | Within 14 days since you relocate                    | <ul style="list-style-type: none"> <li>• Resident(Zairyu) card</li> <li>• My number card</li> <li>• National health insurance card (if you are a subscriber)</li> </ul>                                                                                                        |
| <Moving out><br>(Tenshutsu)<br>When you move out to the other cities or countries | Within 14 days including the day you move out        | <ul style="list-style-type: none"> <li>• Resident(Zairyu) card</li> <li>• My number card</li> <li>• National health insurance card, identification of child medical expenses recipient (if you are a subscriber)</li> </ul>                                                    |

### 3.2 Certificate of residence

- Certified copy of resident register
- Community Service section “Shimin-ka” / On the first floor of the city office
- Arai branch / On the first floor of Arai regional center
- On the first floor of Seibu service center for citizens

Certified copy of resident register is something to prove your registered contents at the city office.

| Type of notification                | Notifiable person                   | Things to bring                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Certified copy of resident register | Person who is registered or a proxy | <ul style="list-style-type: none"> <li>・ Identity verification documents (such as a driving license or resident card)</li> <li>・ Handling charge 350yen</li> <li>・ (If a proxy applies) Power of attorney</li> <li>・ (If a proxy applies) Identity verification documents of the proxy (such as a driving license or resident card)</li> </ul> |

- Designated convenience stores nationwide

By using your my number card, you can obtain a certificate of residence at convenience stores. (The issuance fee is reduced until March 31, 2026.)

| Type of certification                                                                             | Notifiable person              | Things to bring                                                                                                                                                |
|---------------------------------------------------------------------------------------------------|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Copy of resident register<br>(all members of the family,<br>a part of the family<br>(individual)) | The person or household member | <ul style="list-style-type: none"> <li>・ My number card (Requires a 4-digit PIN set at the time of card issuance)</li> <li>・ Handling charge 350yen</li> </ul> |

※Resident registration cards with my number and resident registration code cannot be issued.

### 3.3 Notification of birth, death, marriage or divorce

- Notification of birth, death, marriage or divorce
- Community Service section “Shimin-ka” / On the first floor of the city office
- Arai branch / On the first floor

When someone is born or dies, the city must be notified. You can also give notification of marriage and divorce.

\*Please ask Shimin-ka what to bring before you come.



\* Notification of birth, death, marriage or divorce are sometimes needed to be submitted to your embassy or consulate. The procedure can be different depending on the country. Please check with your embassy or consulate.

| Type of notification                             | Procedure                                                                                                                                                                                                                                                                                  |
|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Notification of birth<br>When a child is born    | Notification should be given within 14 days of the child's birth by his/her parent.<br>※ Please apply for a status of residence at the immigration office within 30 days since of the child's birth.                                                                                       |
| Notification of death<br>When someone is died    | Notification should be given within 7 days of confirmation of death by a family member or someone who lives together with them<br>※ Please return the resident card back to the immigration office within 14 days of the death.                                                            |
| Notification of marriage<br>When you get married | If you get married in Japan, you need to notify both to the city office and the embassy or consulate. Please ask the embassy or consulate about the procedure of marriage in the country of your citizenship.<br>※ The documents you need will be different depending on your nationality. |
| Notification of divorce<br>When you get divorced | If one of you is a Japanese, please submit the notification. Please ask the embassy or consulate about the procedure of divorce in the country of your citizenship.                                                                                                                        |

### 3.4 Registration/certification of your seal impression

□Registration/certification of your seal impression

■ Community Service section “Shimin-ka” / On the first floor of the city office

■ Arai branch / On the first floor

■ On the first floor of Seibu service center for citizens

In Japan, your seal impression has the same duty as your signature. You can register your seal impression at the office above. “Inkan touroku shoumeisho” is a proof of the personal seal you registered at the city office. You may need it when

you buy a car.

※Some seal impressions cannot be registered.

※If you want to register your seal expression with your common name or in Katakana, you need to register your resident card in that name beforehand at the counter of the community service section or Arai branch. To do so, you need to bring two or more documents that prove you are using the common name (health insurance card, pay slip with your common name on)

| Type of notification                  | Notifier              | Things to bring                                                                                                                                                                                                                                                                                                                                                                                             |
|---------------------------------------|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Certificate of your seal registration | The person or a proxy | <ul style="list-style-type: none"> <li>• The seal impression you want to register</li> <li>• Identity verification documents (such as driver's license, resident card)</li> <li>• Handling charge 350 yen</li> <li>• If a representative applies on your behalf, additional documents may be required. Please contact the Citizens' Affairs Division or the Arai Branch Office for confirmation.</li> </ul> |
| Proof of your seal registration       | The person or a proxy | <ul style="list-style-type: none"> <li>• Certificate of your seal registration</li> <li>• Identity verification documents (such as driver's license, resident card)</li> <li>• Handling charge 350 yen</li> <li>• ( If a proxy applies ) Identity verification documents of the proxy (such as a driving license or resident card)</li> </ul>                                                               |

#### ■ Designated convenience stores nationwide

By using your my number card, you can obtain a certificate of residence at convenience stores. (The issuance fee is reduced until March 31, 2026.)

| Type of certification           | Notifiable person | Things to bring                                                                                                                                                |
|---------------------------------|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Proof of your seal registration | The person        | <ul style="list-style-type: none"> <li>• My number card (Requires a 4-digit PIN set at the time of card issuance)</li> <li>• Handling charge 350yen</li> </ul> |

### 3.5 Public Health insurance

“Public health insurance” is a system to be taken a medical treatment when you get sick or hurt without worrying about money. When you enroll in public health insurance, you will receive either a Certificate of Eligibility Confirmation or a Notice of Eligibility Information.

At the hospital reception desk, if you present your My Number Card or your Certificate of Eligibility Confirmation, you will only need to pay a portion of the medical expenses yourself. The remaining amount will be covered by the insurance.

The person who lives in Japan has to enroll in the “public health insurance” regardless the nationality.

There are three types of “public health insurance”; “Health insurance (social insurance)”, “National Health Insurance” and “Advanced Elderly Medical Service System”.

#### □ Social insurance (Shakai Hoken)

##### ■ Proceed at the company you work for

The person who works at the company or its family living in Japan can enroll in it. You will apply in the company. There are conditions to enroll in such as the working hours or amount of your salary. Please check with the company or the office you are working for.

#### □ National health insurance (Kokumin Kenko Hoken)

##### ■ Arai branch / On the first floor of Arai regional center

###### ○ The target

- The person who is not enrolled in the health insurance such as social insurance
- The person who is not enrolled in the social insurance of the family member as a dependent
- The person who is younger than 75 years old
- The foreign person who going to stay more than 3 months (the person who cannot enroll the social insurance such as self-employed, agriculturalist, or part-time workers)
- The person who is not a welfare recipient

###### ○ When you enroll in the national health insurance

(Kokumin kenko hoken AKA Kokuho)

Please make a procedure within 14 days in these cases below.

| Cases | Things to bring |
|-------|-----------------|
|-------|-----------------|

|                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Going to stay in Japan for more than three months after entry and cannot enroll in your company's health insurance                                                                              | <ul style="list-style-type: none"> <li>My number card of the head of household and the person who enrolls in the national health insurance</li> <li>Resident card</li> </ul>                                                                                                                            |
| Moved to Kosai city after enrolled in a national health insurance in other cities                                                                                                               | <ul style="list-style-type: none"> <li>Moving out notification from other city</li> <li>My number card of the head of household and the person who enrolls in the national health insurance</li> <li>Identity verification documents (such as driver's license, resident card)</li> </ul>               |
| <ul style="list-style-type: none"> <li>When you withdraw the social insurance of the company</li> <li>When you cannot enroll in your family member's social insurance as a dependent</li> </ul> | <ul style="list-style-type: none"> <li>The certificate of withdrawing the social insurance</li> <li>My number card of the head of household and the person who enrolls in the national health insurance</li> <li>Identity verification documents (such as driver's license, resident card)</li> </ul>   |
| When you have a baby after enrolling in the national health insurance (for your child)                                                                                                          | <ul style="list-style-type: none"> <li>Maternal and child health handbook</li> <li>My number card of the head of household and the person who enrolls in the national health insurance</li> <li>Identity verification documents (such as driver's license, resident card)</li> </ul>                    |
| When you are not a welfare recipient anymore                                                                                                                                                    | <ul style="list-style-type: none"> <li>Certificate of the abolition of the public assistance</li> <li>My number card of the head of household and the person who enrolls in the national health insurance</li> <li>Identity verification documents (such as driver's license, resident card)</li> </ul> |

○When you withdraw from national health insurance

| Cases                         | Things to bring                                                                                                                                                                                                                                                                                                                               |
|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| When you move to other cities | <ul style="list-style-type: none"> <li>Either the Certificate of Eligibility Confirmation or the Notice of Eligibility Information</li> <li>My number card of the head of household and the person who enrolls in the national health insurance</li> <li>Identity verification documents (such as driver's license, resident card)</li> </ul> |

|                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>When you enrolled in the social insurance</li> <li>When you enrolled in the social insurance of the family member as a dependent</li> </ul> | <ul style="list-style-type: none"> <li>Either the National Health Insurance Certificate of Eligibility Confirmation or the Notice of Eligibility Information</li> <li>Social health insurance card ( enrollment certificate if you haven't got the insurance card)</li> <li>Either the Employees' Health Insurance Certificate of Eligibility Confirmation or the Notice of Eligibility Information My number card of the head of household and the person who enrolled in the national health insurance</li> <li>Identity verification documents (such as driver's license, resident card)</li> </ul> |
| When you will be a welfare recipient                                                                                                                                               | <ul style="list-style-type: none"> <li>Either the Certificate of Eligibility Confirmation or the Notice of Eligibility Information</li> <li>Notice of Decision to Start Public Assistance</li> <li>My number card of the head of household and the person who enrolled in the national health insurance</li> <li>Identity verification documents (such as driver's license, resident card)</li> </ul>                                                                                                                                                                                                  |
| When you passed away                                                                                                                                                               | <ul style="list-style-type: none"> <li>Insurance card</li> <li>certificate of death</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

□ Advanced Elderly Medical Service System  
(Koki Koreisha Iryo Seido)

■ Insurance and pension section “Hoken Nenkin-ka” / On the first floor of the city office

■ Arai branch / On the first floor of Arai regional center

This is a public health insurance for the people who are over 75 years old (or people who are between 65 and 75 with certain disability and wish to join).

When you become 75, you will automatically enroll in it and pay a premium to the city. The Certificate of Eligibility Confirmation or the Notice of Eligibility Information will be sent by the city office in the month before your 75th birthday.

### 3.6 Pension

Pension is a social insurance system that you can receive an annuity when you get older, disabled or bereaved.

There are two kinds of pension. One is a national pension and the other is an employee pension.

○ National pension

The person aged 20-59 who lives in Japan has to enroll in the national pension regardless of the nationality.

○ Employee pension

The person who works at a company, factory or stores enrolls in the employee

pension in addition to the national pension. You will get more money in the future.

☐ National pension (No.1 insured)

■ Insurance and pension section “Hoken Nenkin-ka” / On the first floor of the city office

■ Arai branch / On the first floor of Arai regional center

We call the person who is self-employed, an agriculturalist, a student or has no job and enrolls only in national pension “No1 insured”.

○How to enroll in

After the resident registration, you will apply for it at Insurance and pension section or Arai branch. If you are under 20 years old when you entered Japan, you will get a notification from Japan Social Insurance System when you become 20.

○How to pay national pension insurance premium

The “payment slip” will be sent from the pension office. You will pay at a bank, post office or convenience store with the “payment slip”.

☐ Employee pension (No.2 insured)

■ Proceed at the company you work for

We call the person who works at a company, factory or store and enrolls both in national pension and employee pension “No2 insured”. Please check with the company or the office you are working for if you can enroll in it. You will pay the insurance fee depending on the amount of your salary. This insurance includes pensions of yourself and your and others’ spouses that you are supporting (No.3 insured).

### 3.7 Long-term care insurance

If you enroll in Long-term care insurance and pay the fee, you can use services when you get old or special sickness and need nursing (help with daily lives like feeding or taking a bath).

☐ Long-term care insurance

■ Elderly welfare section (Koreisha fukushi-ka) / On the first floor of health and welfare center (Oboto)

【The person who is over 65】

○The target

The person who is going to live in Japan over three months and over 65 years old has to enroll in it.

○How to pay the premiums for Long-term care insurance

If your “pension” is over 180,000 yen a year, the “premiums for Long-term care insurance” will be deducted from your “pension”.

If your “pension” is under 180,000 yen a year, the “pay slip” will be sent from the city office. You will pay at a bank, post office or convenience store with the “payment slip”

**【The person who is from 40 to 64 years old】**

○The target

The person who is going to live in Japan over three months and enrolled in “public health insurance” has to enroll in it when you become 40.

○How to pay the premiums for Long-term care insurance

You will pay the premiums for Long-term care insurance and “public health insurance” together.

※If you are from 40 to 60, you can get services when you need nursing due to determined diseases.

**【How to use the service】**

- ・If you think you need nursing, please consult with the elderly welfare section.
- ・We will check your physical and mental condition and decided which service you need with the professional.
- ・The fee will change depending on the income of the person who get the service or his/her family.

### 3.8 Tax

The person who lives or does shopping in Japan will pay taxes to the country, prefectures or cities. There are two kinds of taxes in Japan, a national tax (you pay to the country) and local tax (you pay to prefectures or cities).

The main ones are below.

**【National tax】**

□Income tax

It's the tax on your income for a year from January 1st to December 31st. If you are working for a company, the company will pay it from your monthly salary. It is called “tax withholding (Gensen choshu)”. The person who doesn't have “tax withholding” or you get salaries from over two companies, you have to submit the documents by yourself from February 16<sup>th</sup> to March 15<sup>h</sup>. It is called “Final tax return (Kakutei shinkoku)”.

(Information: Hamamatsu Nishi tax office

Tel: 053-555-7111)

□ Consumption tax

When you buy things or get service, you have to pay the tax. You will pay the consumption tax with the price of the things or the service.

( Information: Hamamatsu Nishi tax office

Tel: 053-555-7111)

## 【Local tax】

### □Resident tax

(Municipal and prefectural tax)

#### ■Tax section (Zeimu-ka) / On the first floor of the city office

It is the tax you will pay to the municipalities you are living in (registered as a resident) on January 1st. The amount of tax is calculated based on your income of the previous year (Jan.1<sup>st</sup> to Dec.31<sup>st</sup>). If you are working for a company, the company will pay it from your monthly salary. It is called “special collection (tokubetsu choshu)”.

If you don't have the “special collection”, a “tax notice (Nozei tsuchisho)” will be sent from the city office in June. You can pay it at the city office, a bank, a post office, a convenience store or the application of the smartphone or with a credit card.

### □Fixed Assets Tax

#### ■ Tax section (Zeimu-ka) / On the first floor of the city office

You will pay the tax if you have assets below. “Land”, “House, apartment house, building, shop” Things to use for work (such as machine, equipment, ship, helicopter)” on January 1<sup>st</sup>. These are referred to as “fixed assets.”

A “tax notice (Nozei tsuchisho)” will be sent from the city office of your ~~property~~ assets is in around May. You can pay it at the city office, a bank, a post office, a convenience store or the application of the smartphone or with a credit card.

### □Automobile tax

You will pay it to the municipalities if you have a car on April 1st. A “tax notice (Nozei tsuchisho)” will be sent from the municipalities around May. You can pay it at a bank, a post office, a convenience store or the application of the smartphone or with a credit card.

Information: Hamamatsu local finance office

Tel: 053-458-7132)

### □Light vehicle tax

#### ■ Tax section (Zeimu-ka) / On the first floor of the city office

If you have a light vehicle such as a scooter, a light automobile, a small moter vehicle with two tires on April 1st, you have to pay this tax to your municipality.

A “tax notice (Nozei tsuchisho)” will be sent from the municipalities around May. You can pay it at a bank, a post office, a convenience store or the application of the smartphone or with a credit card.

### □ Tax payment certificate, Certificate of Income and Taxation, Income Certificate

#### ■ Tax section (Zeimu-ka) / On the first floor of the city office

#### ■Arai branch / On the first floor of Arai regional center

#### ■On the first floor of Seibu service center for citizens ~~1<sup>st</sup> floor~~

When you want to change your status of resident



or you want your child to enter nursery school, you may need the certificate that proves you are paying taxes or your income.

| Kind of certification                      | Applicable person                                                                                                                                                                                                                             | Things to bring                                                                                                                                                                                                                                                                                                                  |
|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Certificate of tax payment                 | <ul style="list-style-type: none"> <li>• The person</li> <li>• A relative who live in the same house</li> <li>• A proxy</li> </ul> <p>□ Certificates can only be issued to those who live in Kosai City on January 1 of the subject year.</p> | <ul style="list-style-type: none"> <li>• Identity verification documents (such as driver's license, resident card) of the person who come to the counter</li> <li>• Handling charge 350yen</li> <li>• Power of attorney</li> <li>• (If you live in other city and the other person applies ) (When the proxy applies)</li> </ul> |
| Certificate of resident or income taxation |                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                  |
| Certificate of earnings                    |                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                  |

#### ■ Designated convenience stores nationwide

By using your my number card, you can obtain a certificate of residence at convenience stores.

| Type of certification                                    | Notifiable person                                                                                   | Things to bring                                                                                                                                                |
|----------------------------------------------------------|-----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Latest year's certificate of resident or income taxation | The person<br>Resident of Kosai City from January 1 of the eligible year to the date of application | <ul style="list-style-type: none"> <li>• My number card (Requires a 4-digit PIN set at the time of card issuance)</li> <li>• Handling charge 350yen</li> </ul> |

### 3.9 Pregnant/Giving birth

#### □ Report of pregnancy

■ Children's Future Division(Kodomo mirai ka)/ On the first floor of health and welfare center (Oboto)

When you get the report of pregnancy at the hospital, please come to Children's Future Division(Kodomo mirai ka). We will provide you with the vouchers required for prenatal checkups.

Reception hours are 9:00 a.m. to 4:30 p.m. on weekdays, and Wednesday mornings only.

□The childbirth lump-sum allowance(For those enrolled in National Health

Insurance)

■ Insurance and pension section “Hoken Nenkin-ka” / On the first floor of the city office

You can get money from national health insurance when you give a birth.

500,000 yen will be paid to the household.

○Direct payment system (Chokusetsu shiharai seido)

If the hospital proceeds instead of the person who gives a birth, 500,000 yen will be paid to the hospital directly from national health insurance. You don't have to prepare a lot of money when you leave the hospital. This is called “direct payment system”. Please tell the hospital before giving birth that you want to use the system.

○How to apply

If you didn't use “direct payment system” or found that the fee was less than 500,000 yen after using the system, you can apply for it at the city office.

【Things to bring】

- A detailed statement of the hospitalization and delivery costs
- A receipt
- An agreement of the direct payment system of the childbirth lump-sum allowance
- A seal impression of the household
- Something you can show the bank account of the household such as a bankbook
- A power of attorney (If you want the money into the other account besides the household)

□ Lump-sum Childbirth and Childcare Allowance (for those enrolled in Employees' Health Insurance / Social Insurance)  
please check with your company.

### 3.10 Parents

□ Health services for mother and child

(medical checkups for infants/ consultation, vaccination)

■ Children's Future Division(Kodomo mirai-ka) / On the first floor of health and welfare center (Oboto)

○Health checkups for the infants

Your child can get a body measuring or health checkup according to his/her age in months for free. Target and the dates are on the bulletin “Koho Kosai” or “Informativo”.※At the health check for 1 year and 6 months old and 3 years old children, there are interpreters who speak Portuguese and Spanish.

You can consult with them about what you don't know or worried about. (An interpreter is not available every time, so please check the information in Koho Kosai(the city newsletter) or the foreign-language newsletter Informativo.)

○Vaccination

You can get your child vaccination to prevent them from getting diseases. There are free ones and the ones you need to pay. To take free ones, you will get a

“vaccination medical interview sheet (Yoshin-hyo)” at the child and domestic section.

□ Child allowance (Jidou Teate)

■ Children’s Future Division(Kodomo mirai-ka) / On the first floor of health and welfare center (Oboto)

■ Arai branch / On the first floor

You can get a “child allowance” if you raise a child who is 0 to 18 years old. You can apply for it at the child and domestic section or Arai branch when you have a baby or moving into the city.

□ A subsidy for child medical expense  
(Kodomo Iryou-hi)

■ Child and domestic section (Kodomo mirai-ka) / On the first floor of health and welfare center (Oboto)

■ Arai branch / On the first floor of Arai regional center

In Kosai city, the cost of medical care of the child (0-18 years old) is free. There are things not covered by insurance such as the container of the medicine, medical certificate, vaccination and so on. You can apply for it at the child and domestic section or Arai branch when you have a baby or moving into the city.

### 3.11 Kindergarten ・ Nursery ・ Childcare center (Kodomoen) ・ Schools

○Japanese education system

※Each grade starts in April and ends in March next year.

| Age                                   | Grade    | Schools                     |
|---------------------------------------|----------|-----------------------------|
| 0year-old to before elementary school |          | Nursery<br>Childcare center |
| 3year-old to before elementary school |          | Kindergarten                |
| 6year-old to 11year-old               | 1～6grade | Elementary school           |
| 12year-old to 14year-old              | 1～3grade | Junior high school          |
| 15year-old to17year-old               | 1～3grade | High school                 |
| 18year-old～                           |          | University, college         |

□ Consultation to enter a kindergarten, a nursery or a childcare center  
(Kodomoen)

■ Infant education section (Yoji Kyoiku-ka) / On the first floor of health and welfare center (Oboto)

Before entering elementary school, children can attend kindergartens, nurseries, or childcare center. For kindergartens and the kindergarten section of childcare center, you apply for admission directly to the facility. For nurseries and the nursery section of childcare center, you apply for admission to the

## Childcare and Kindergarten Division.

### ○Nursery(Hoikuen)

Taking care of the kids who needs to be cared when parents are working or so.

### ○Kindergarten (Yochien)

Children from age 3 until they enter elementary school can attend.

### ○Childcare center (Kodomoen)

Both kids who needs to be cared when parents are working (Nursery section) and whose parents are not working (Kindergarten section) can go.

### □ Procedure to enter the public elementary or junior high school (Shogakko / Chugakko)

#### ■ School Education section (Gakko Kyoiku-ka) / On the third floor of the city office

It is a compulsory education for the kids who have Japanese nationality to go to school for 9 years from elementary school (6 years) to junior high school (3 years). It is not a duty for people who have a foreign nationality to go to school, but you can go if you want. Please consult with school education section.

For your information, school fees and textbooks are for free, but you need to pay for school lunch and teaching material fees.

### □ Pre-school (Japanese language support)

#### ■ School Education section (Gakko Kyoiku-ka) / On the third floor of the city office

The kids can learn simple Japanese or about Japanese school life before entering an elementary school or a junior high school.

### ○Target

When moving to Kosai City from abroad, children who plan to enroll in a public elementary or junior high school in the city, as well as children who need to study Japanese, can attend.

### □ Kids club for after school (Gakudo)

#### ■ General Education section (Kyoiku Somu-ka) / On the third floor of the city office

Taking care of the kids whose parents are working and not home after school.

Please ask how to apply at the general education section.

## 4. Rent a house, Moving

### 4.1 Public Housing

□ Municipal house (Shiei Jyutaku)

■ Building house section (Kenchiku Jyutaku-ka) / On the third floor of the city office

As for the condition to move in, please ask at the building house section (please bring your record of withholding).

□ Prefectural house (Kenei Juutaku)

A for the information about a prefectural house, please ask to Shizuoka Housing Supply Corp. Western branch

○Shizuoka-ken Jutaku Kyokyu Kosha Seibu Shisho  
1-12-1 Chuo, Chuo-ku, Hamamatsu

On the 9<sup>th</sup> floor of the Prefectural General Office

(Tel: 053-455-0025 Japanese)

(Tel: 053-489-9411 Portuguese)

Web site (Japanese, Portuguese and partly Spanish)



### 4.2 Electricity/Gas/Water

When you move, please contact the electricity or gas company. For water, please contact “Kosai city customer charge center”. If you rent the apartment house, please tell the management company or landlord (owner) that you are moving.

□Water

■ Waterworks and Sewerage Division / Kosai Wastewater Treatment Center

○Kosai city customer charge center

☎0532-26-7022

Monday to Friday 8:3000-17:15

※ Closed on Saturdays/ Sundays / holidays / December 29th to January 3rd.

※ There is no interpreter. Please ask someone who can understand Japanese to call.

## 5. Rules to throw out the garbage

- Waste measures section (Haikibutsu Taisaku-ka) / Environment Center (Kankyo Center)

There are many rules for throwing out the garbage such as how to classify the garbage or when to throw out the garbage in Kosai city. Please check the garbage calendar or garbage classification application “San-arū” and follow the rules of Kosai city.

### 5.1 Garbage calendar

- Language

Japanese, Portuguese, Spanish, Chinese, English Indonesian, Vietnamese

- Places you can get the garbage calendar

Kosai city office, Arai regional center, Seibu regional center, Environment Center, Kosai International exchange association

※ You can check it out through the website of Kosai city



- There are A area and B area version

- A area : Shinjyo, Omori, Okasaki, Iride, Umeda, Shinjyohara, Uenohara, Minamiuenohara, Kanza, Ota, Aobira, Ochiba, Riki, Yokoyama and Arai district
- B area : Washizu, Kami, Komi, Kawashiri, Ichiba, Yamaguchi, Boze and Shirasuka

### 5.2 Garbage classification application “San-arū”

There are functions such as a calendar, where you can check the dates throw out garbage, a search looking how to classify garbage, and a map to find out where to dispose of the garbage.

- Language

Japanese, Portuguese, Spanish, Chinese, English, Indonesian, Vietnamese

- How to download

You can search “San-arū” at the application store or download it from the QR code below.

iPhone version

Android version



### 5.3 Points to throw out the garbage

- How to throw out “burnable” and “non-burnable” garbage
  - Throw them at the garbage station. (Please check the location of them with the resident’s association or the management company of your apartment house.)
  - There are designated garbage bags of Kosai city for “burnable” and “non-burnable” garbage. (You can purchase them at a supermarket or a convenience store in the city)
  - Please throw the garbage out by eight o’clock in the morning on the collection day. (Please do not put it out on the day before or at the previous night)
- How to throw out other garbage
  - Days or places to throw the garbage are different depending on where you live. Please check them with the garbage calendar or garbage classification application before throwing it away.

## **6. Keep your pets (dogs and cats) properly**

- Environment section (Kankyo-ka) / On the first floor of the city office

Animals like dogs and cats are our partners. However, if the owners don't have good manners, it can cause problems. Please use good manners to keep a pet.

### **6.1 Registration and injection of your dog**

You need to register your dog. Also, your dog needs to get a vaccination once a year for rabies prevention. Please be sure to register and get your dog vaccinated.

In addition to that, the registration license and a proof of vaccination certificate should be put on the collar. This is required by law. Please be sure to do this.

### **6.2 Manners while walking your dog**

It is the minimum manner to clean up after your dog during a walk. Also please be sure to keep the dog leashed to prevent them from biting others.

### **6.3 When your dog runs away**

If your dog runs away and can't find it, please be sure to call the Environment section of the city office. (Tel 053-576-4533)

### **6.4 Do not abandon your dog or cat!**

It is banned by law to abandon your dog or cat. If you did it, you would be punished (imprisonment for over a year or under 1,000,000yen penalty fee) You should have responsibility to take care of your pet until its last.

### **6.5 Please keep your cat inside the house**

If you keep your cat outside, there is a possibility for your cat to catch diseases or be involved in an accident. Also, your cat may be trouble for others. Please keep your cat inside the house.

### **6.6 Giving food to wild cats**

If you only give food to them, you may increase the unhappy cats. Not to increase them, please have them get spayed or neutered. Also, if you give them food, give it at the fixed time every day and clean it after eating as well as setting the toilet for them and clean it after using.



## 7. Earthquake/Tsunami/Typhoon/Heavy rain

- Crisis management section (Kiki Kanri-ka) /4th Floor, Fire and Disaster Prevention Center

We often have natural disasters (Earthquake/Tsunami/Typhoon/Heavy rain and more) in Japan. You need to learn about them and prepare for them.

### 7.1 Earthquake/Tsunami

【Earthquake】The ground becomes shaky without any notice

- The buildings collapse (TV, refrigerator or furniture fall down and windows break)
- There are fires.
- The ground becomes soft.
- The mountains fall down.
- You cannot use the electricity, gas and water.
- You cannot use the telephone.
- The trains and buses stop moving.

【Tsunami】After the earthquake, there are high waves coming from the sea.

- The waves come again and again.
- The waves come at a high speed.
- The waves climb up the river.

What to do when the earthquake happens

An earthquake!

▶ Protect yourself.

- Protect your head by a cushion or your both hands.
- Hide under the strong table.
- Wait until the shaking will calm down.

▶ Secure an evacuation route

- Open the windows or doors to secure the exit to evacuate.  
※Doors may be hard to open due to the big shaking of the earthquake.

Shaking stopped!

▶ Turn off the fire (to prevent fire)

- Check if the fire is out.
- Turn off the gas cock.
- Turn off the breaker.

▶ Calm down to evacuate

- Put on your shoes.
- Grab the backpack when you evacuate
- Calm down before evacuating to a safe place.

Be careful with Tsunami!

▶ There will be high waves coming after earthquake

- Run away immediately staying away from the sea or river.
- Run away to the higher places.

When you are outside

▶ When you are on the road

- Protect your head.
- Stay away from the signs and windows.
- Stay away from the buildings.

▶ When you are driving

- Park the car at the safe place.
- Leave the car key as it is.
- Walk to evacuate.

▶ When you are in the elevator

- Push all buttons to stop it.
- Get off at the nearest floor.

## 7.2 Heavy rain / Typhoon

【Heavy rain】It rains a lot.

- The water in the river increases and overflows.
- The water comes into the houses.
- The mountains collapse.

【Typhoon】The strong wind blows and the strong rain falls a lot.

- The things fly to you.
- The waves become very high.
- The roofs of the houses fly or windows break.
- The electricity stop.

What to do at the heavy rain or typhoon

It is important to prepare before the heavy rain or the typhoon come.

▷ Check the information

- Check the information on TV or internet about the weather.

▷ Prepare for it

- Decide where to evacuate and the route to go there.
- Check if you have the backpack to evacuate.
- Put the things outside (flower pots, bike and so on) inside the house.
- Close the storm shutter or put the tape on the windows.

▷ When heavy rain or a typhoon is approaching

- Check the alert level
  - ※Those who take time to evacuate, such as the elderly, should escape from dangerous areas at "Alert Level 3: Evacuation for the Elderly etc." (Don't go out if you are in a safe place).
  - ※Everyone should escape from dangerous areas at "Alert Level 4: Evacuation Instruction" (Don't go out if you are in a safe place).

Alert Level



### 7.3 Collect the right information

Let's get the right information from the city office, TV and the Internet.

Hot mail of Kosai city disaster prevention

If you register your email address, you can receive the disaster prevention information through emails. Please register before we have the disaster. The registration fee is free. You can choose the languages from Japanese, Portuguese, Spanish or easy Japanese (Partly, there is information which is sent only in Japanese).

Registration site

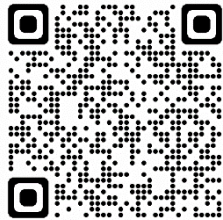


How to register



Apps or website in various language

○Shizuoka Prefecture Disaster Prevention App : If you register the place you live in, you will know the evaluation point (where to escape).



○Safety tips :You can know the national disaster information.

For Android



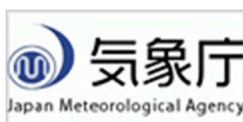
For iPhone



○NHK WORLD-JAPAN : You can watch the news of NHK (public broadcasting) for free. You can also get the emergency information of the disaster.



○Japan Meteorological Agency : You can get the disaster information.



## 7.4 Prepare before having an earthquake !

### ▷ Fix big furniture

- Fix big furniture like a chest of drawers with a metal fittings or screws. It's better to spread an adhesive sheet under the furniture or use a tension rod between the ceiling after fixing them.
- Fix a refrigerator or a cupboard. Put a film on the glass of the cupboard not to make it scatter when it's broken.
- For a TV or a microwave, use a belt not to make it fall or a mat not to fly.
- Put a film on the window glasses not to make it scatter when it's broken.

### ▷ Prepare a backpack (emergency bag) to evacuate

#### **【Things you better bring】**

- Passport, Resident card, Money and a health insurance card
- Flashlight
- Water and food for more than seven days
- Blanket which can be folded into a little piece, gloves
- Emergency toilet kit, sanitary napkins
- Tissue, Wet tissue
- Masks, sanitizer
- Plastic bags (various sizes)
- Under wears
- Smartphone, battery of the cell phone
- Folding umbrella, raincoat
- Medicine, paper diapers and more

### ▷ Get to know where to evacuate

#### ○ Place to evacuate

This is a place to evacuate temporarily. Somewhere high to evacuate from Tsunami.

#### ○ Evacuation shelter

This is a place or a building where the people who cannot live in their broken houses stay at. Many people live there together. It is run by local people. All of people there help each other and cooperate. If there is anything you don't know or have troubles, please ask the people around you.

#### ○ Hazard map

You can see the dangerous places or places to evacuate.

City website



St prevention app



▷Remember how to contact your family or friends

When we have a big disaster, you cannot use a phone.

○web171

- ① Access web171(URL:<https://www.web171.jp/>)
- ② Press "register"
- ③ Press your phone number
- ④ Enter the message (up to 100 letters)
  - ※You can see it from abroad
  - ※There is a cell phone that is not available
  - ※You can see the message others sent to you

○An emergency messaging system "171"

- ① Press 171 from a public phone or cell phone
- ② Press "1"
- ③ Press your phone number
- ④ Record the message (within 30 seconds)
  - ※You can use it in Japan
  - ※Press "171" ⇒ "2" ⇒ "The other person's phone number" ⇒ You can listen to the message the other person recorded

▷Participate in emergency drills in your region

We have emergency drills in September, December and March in each region in Kosai city.

Let's participate in them so we don't panic when a real emergency happens. Please check the drill dates on the community circular board in the region. You can also get to know your neighbors so that you can easily ask for help.

## 8. In the case of emergency

### 8.1 Call 119 (Fire/Ambulance)

#### ■Kosai City Fire Department

When there is a fire, traffic accident, sudden illness, or severe injury that requires urgent treatment, call 119 to summon fire trucks or ambulances.

- If there is someone who can speak Japanese around you  
Please ask him/her to call for you.
- If there is not anyone who can speak Japanese around you  
You will be connected to an interpreter.
  - ① Call 119
  - ② When the officer finds you are a foreigner, you will be connected to an interpreter. Please don't hang up and wait.
  - ③ After you are connected to the interpreter, please answer to the questions from the person.

### 8.2 Call 110 (Emergency case/ accident)

You can call 110 to ask for police when you have an emergency case or an accident.

110 is a number for an emergency. If you have something you want to consult or ask, please call the police station or ask at a police box.

- Kosai police station  
Address: 1035-1 Komi, Kosai  
Tel:053-574-0110

## 9. Hospitals in Kosai city

- Hospitals in Kosai city  
You can check Kosai website as for the list of the hospitals in Kosai city.

City WEB site



- Kosai Public Hospital
  - There is an interpreter who speaks Portuguese.
  - Monday to Friday 8:15-12:00
  - Sometimes it's crowded.

Address:2259-1 Washizu, Kosai city

Tel:053-576-1231

○Sundays, Holidays

Most of the medical institutions are closed. If you have a sudden illness or get injured on holidays, please go to a "Holiday doctor". You can check the holiday doctor in Koho Kosai (a bulletin distributed by the city: in Japanese) or Informativo (a foreign language newsletter: in Portuguese, Spanish and Japanese).

## 10. Study Japanese

### 10.1 【Public classes】

○classes in Kosai

- a class for adults (high school students to adults)
- a class for kids (elementary to junior high students)
- a parent and kid summer school (elementary to junior high students and their parents)
- a spring pre-school (students before entering an elementary school and their parents)
- Pre-school (Please look at page 17)

○Japanese for work (please apply at Hello work)

○Connect and spread "Life in Japan"

You can study Japanese online. It's for free.

\*Please look at the website below for more details.

City website



Ministry website





## 11. Consultation counter besides city office

### 11.1 Kamera (Shizuoka Assistance Center For Foreign Residents)

You can consult them about your problems such as a status of residence, work, Japanese study, health insurance, tax, children's school, hospital and more. It's for free.

【Time, day, language and way to consult】

○Time From 10:00 to 16:00

○It's closed on Saturdays, Sundays, and holidays and from December 29th to January 3rd.

○Languages and days

|            |                                     |
|------------|-------------------------------------|
| Portuguese | Tuesday, Friday                     |
| Spanish    | Tuesday, Friday                     |
| Filipino   | Monday, Friday                      |
| Chinese    | Monday, Wednesday                   |
| Vietnamese | Tuesday, Thursday                   |
| Indonesian | Wednesday, Thursday                 |
| English    | Monday, Wednesday, Thursday, Friday |

○How to consult

☎ : 054 - 204-2000

Email : sir07@sir.or.jp

Line ID : sirlinejps01

Skype : siradviser

Facebook Account : Adviser Shizuoka

Messenger ID : @adviser.shizuoka

### 11.2 Residence Card and Passport

○ Resident card (Zairyu card)

Please follow the procedure at the immigration office when you change your status of residence such as changing your name, nationality or place to live in Japan.

【Information】

- General information center for foreign residents

☎ : 0570-013904

Day and time: weekdays 8:30-17:15

supported languages: Japanese, English, Chinese, Korean, Spanish, Portuguese, Vietnamese, Filipino, Nepalese, Indonesian, Thai, Khmer, Burmese, Mongolian, French, Sinhala, Urdu

- Nagoya Immigration Office, Hamamatsu Branch  
1F Hamamatsu Regional Common Building for Government Offices  
1-12-4 Chuo, Chuo-ku, Hamamatsu-shi  
☎: 053-458-6496  
Day and time: weekdays 9:00-12:00, 13:00-16:00

○ When you lose your passport

If you lose or your passport is stolen, you need to go and notify the closest police station. They will issue you a “certificate of notification of loss (theft)”. Bring the certificate to the consulate and they will reissue your passport

### 11.3 Looking for a job/ Consultation

○Hello work

You can consult here about your work or employment insurance at "Hello work" (Kosai regional employment counseling office) You can also look for a job here.

※ There is a Portuguese and Spanish interpreter.

\*You cannot go through a procedure for an employment insurance here. Please go to Hello work in Hamamatsu for it.

【Contact information】

Hello work (Kosai regional employment counseling office)  
First floor Arai Regional Center 519-1 Hamana, Arai-machi, Kosai-shi  
☎ : 053-594-0855

Day and time: Monday to Friday 9:30-17:00

\* Interpreter is available 10:00-12:00, 13:00-16:30

(It's closed on Saturdays, Sundays, and holidays and from December 29th to January 3rd)

○Shizuoka job station Seibu

They will support you for consulting the job, practicing the interview, checking the resume and more. You can consult in Japanese, Portuguese, Spanish and English.

【Contact information】

Shizuoka job station Seibu (Consultation Desk for Foreigners)  
First floor Shizuoka General Government Building 1-12-1 Chuo, Chuo-ku, Hamamatsu-shi  
☎ : 053-454-2100

Day and time: Monday to Friday 10:00-17:00

○Hamamatsu Labor Standards Inspection Office

Please go there when you want to consult about the problem of your work. You can consult in Portuguese.

【Contact information】

8F Hamamatsu Regional Common Building for Government Offices

1-12-4 Chuo, Chuo-ku, Hamamatsu-shi

☎ : 053-456-8148

Day and time : Monday to Friday 10:00-12:00, 13:00-16:00

○Consultation dial for foreign workers, hotline for the consultation about working condition

It's a telephone consultation run by Ministry of Health, Labor and Welfare.

You can consult in English, Chinese, Portuguese, Spanish, Tagalog, Vietnamese, Burmese, Nepalese, Korean, Thai, Indonesian, Khmer and Mongolian.

The website of Ministry of Health, Labor and Welfare



## 11.4 12. Let's Get a Health Checkup

■ Health Promotion Division / Health and Welfare Center (Oboto), 2nd Floor

If you do not receive health checkups at your workplace or elsewhere, you can take the city's health checkups.

To receive a checkup, you need a checkup voucher, so please contact the Health Promotion Division between April and December.

For more details about the checkups, please visit the website.

|                                                      | Checkup Details                                                             | Eligible Persons                                                                                                                                                  |
|------------------------------------------------------|-----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Specific Health Checkup</b>                       | Medical examination, blood pressure measurement, blood test, and urine test | People aged 40 and over who are enrolled in National Health Insurance<br>(An examination voucher will be sent to those who are eligible.)                         |
| <b>National Health Insurance U-39 Health Checkup</b> | Medical examination, blood pressure measurement, blood test, and urine test | People aged 30 to 39 who are enrolled in National Health Insurance<br>(An examination voucher will be sent to those who are eligible.)                            |
| <b>Health Mini Check</b>                             | blood pressure measurement, blood test, and urine test                      | People aged 30 to 39 who are not enrolled in National Health Insurance                                                                                            |
| <b>Health Checkup for Late-Stage Elderly</b>         | Medical examination, blood pressure measurement, blood test, and urine test | People aged 75 and over<br>(An examination voucher will be sent to those who are eligible.)                                                                       |
| <b>Periodontal Disease Checkup</b>                   | Periodontal tissue examination                                              | People aged 21, 31, 41, 51, 61, and 71<br>(An examination voucher will be sent to those who are eligible.)                                                        |
| <b>Cervical Cancer Screening</b>                     | Pelvic examination and cytology (Pap test)                                  | Women aged 20 and over (once every two years)                                                                                                                     |
| <b>Breast Cancer Screening</b>                       | Mammography                                                                 | Women aged 40 and over (once every two years)                                                                                                                     |
| <b>Stomach Cancer Screening</b>                      | Stomach (gastric) X-ray or Gastroscopy (endoscopic examination)             | For those who did not undergo a gastric endoscopy screening in the previous fiscal year:<br>□ X-ray examination: People aged 41 or 46, and those aged 50 and over |

|                                                |                         |                                                                              |
|------------------------------------------------|-------------------------|------------------------------------------------------------------------------|
|                                                |                         | <input type="checkbox"/> Endoscopic examination: People aged 50 and over     |
| <b>Colorectal Cancer Screening</b>             | Stool Test              | People aged 40 and over                                                      |
| <b>Prostate Cancer Screening</b>               | Blood Test              | Men aged 50 and over                                                         |
| <b>Chest Screening (Lung Cancer Screening)</b> | Chest X-ray Examination | People aged 40 and over                                                      |
| <b>Hepatitis Virus Screening</b>               | Blood Test              | People aged 40 and over who have never undergone a hepatitis virus screening |