

Welcome to Toyohashi

豊橋へようこそ — この冊子は「サンプル物流株式会社 豊橋営業所」用に作った見本です（会社は架空、地域情報は豊橋市の公開情報・2026年9月時点）。

Company / 会社：Sample Logistics Co., Ltd. – Toyohashi（サンプル物流株式会社 豊橋営業所）

Workplace / 事業所：Akemi-cho, Toyohashi-shi, Aichi（愛知県豊橋市明海町 ※架空）

Dormitory / 寮：Ushikawa-cho, Toyohashi-shi（豊橋市牛川町 ※架空）

Language / 言語：English + 日本語

Version / 版：2026-09・特定技能基準省令 第3条

How to use this handbook

この冊子の使い方

This handbook has 7 parts, matching the 6 groups of information that Japanese law requires your company to explain to you in a language you understand (8 hours or more in total). The grey Japanese text is for the company's support staff to read together with you.

法律（特定技能基準省令第3条）が定める6つの情報提供事項に沿って7章で構成しています。母国語の下に日本語を併記しているので、支援担当者が一緒に確認しながら進められます。

8-hour schedule (2 days) / 8時間の進め方（2日間）

Day / 日	Time / 時間	Content / 内容	Material / 教材
Day 1	13:00–13:50	Part 1: Your company, support person, where to get help 相談窓口・担当者	Handbook + 自社編
	14:00–14:50	Part 2: Getting around, traffic rules 交通ルール・通勤	ISA video (2) + 自社編
	15:00–15:50	Part 3: Garbage and living rules in Toyohashi 生活ルール・ごみ	Video (3)(4) + 自社編
	16:00–17:00	Part 4: Hospitals and health insurance 医療機関・健康保険	Video (5)(8) + 自社編

Day 2	13:00– 13:50	Part 5: Disasters, fire, emergencies 防災・防犯・緊急時	Video (6) + 自社編
	14:00– 14:50	Part 6: Procedures, taxes, pension 届出・税・年金	Video (7)(9)(10) + 自社編
	15:00– 15:50	Part 7: Laws that protect you 法的保護・労働	Video (11)(12) + 自社編
	16:00– 17:00	Review, quiz, sign the confirmation form 確認テスト・確認書に署名	Last pages

一般編 = free videos by the Immigration Services Agency (17 languages). **自社編** = the part specific to your company and area (this handbook).

1 Your company and your support person

相談・苦情の窓口（運用要領 (3)）

Support person (支援担当者): TANAKA Hanako（田中 はなこ ※架空）

Phone: 090-XXXX-XXXX（8:30–17:30, Mon–Fri）・ **Email:** shien@sample-logi.example

You can ask in English by LINE/WhatsApp. Outside these hours, send a message and you will get a reply the next morning. Emergencies: call 110 / 119 first.

支援担当者の氏名・電話・メールは法律で必ず伝える項目です。自社版ではここに実際の担当者を入れます。

You can talk to your support person about / 相談できること

- Pay, working hours, days off, work that differs from your contract
賃金・労働時間・休日・契約と違う仕事
- Dormitory, illness, injury, urgent family matters at home
寮・病気・けが・家族の緊急事態
- Bad treatment, bullying, someone keeping your passport (not allowed)
ハラスメント・パスポートの預かり（違法）

Free public consultation in Toyohashi / 公的な相談窓口

About / 内容	Where / 窓口	Address / phone / 住所・電話
Anything about daily life, many languages 生活全般（多言語）	INFOPIA – General consultation desk for foreign residents (Toyohashi International Association) 外国人総合相談窓口	emCAMPUS East 2F, Ekimae-odori 2-81, Toyohashi・090-1860-0783・ daily 9:00–17:00 (closed holidays, Dec 29–Jan 3)

Visa, residence card 在留手続	Nagoya Regional Immigration Bureau – Toyohashi Port Branch 名古屋出入国在留管理局 豊橋港出張所	〒441-8075 Jinno-futo-cho 3-11, 2F・ 0532-32-6567・9:00–16:00 (Mon– Fri)
Unpaid wages, excessive overtime, work injury 賃金未払・長時間労働・ 労災	Toyohashi Labour Standards Inspection Office 豊橋労働基準監督署	〒440-8506 Daikoku-cho 111, 6F・ 0532-54-1192・General labour consultation 0532-81-0390
Job search, unemployment insurance 職業相談・失業給付	Hello Work Toyohashi / Employment Service Center for Foreigners ハローワーク豊橋・豊橋外国人職 業相談センター	Daikoku-cho 111・0532-52-7191 / Daikoku-cho 73, Daikoku Bldg 2F・ 0532-57-1356
Discrimination, human- rights problems 人権相談	Foreign-language Human Rights Hotline (Ministry of Justice) 外国語人権相談ダイヤル	0570-090911 (Mon–Fri 9:00–17:00; English available)
Crime, traffic accident 犯罪被害・交通事故	Toyohashi Police Station 豊橋警察署	〒440-8503 Hatcho-dori 3-8・0532- 54-0110・Emergency: 110
Resident tax, national health insurance, city services 住民税・国保・行政サー ビス	Toyohashi City Hall (Multicultural & International Affairs) 豊橋市役所 多文化共生・国際課	〒440-8501 Imahashi-cho 1・0532- 51-2111 / 0532-51-2023
Legal trouble 法的トラブル	Houterasu (Japan Legal Support Center), interpreter service 法テラス 多言語情報提供サービス	0570-078377
Lost passport, consular matters パスポート紛失など	Your embassy or consulate 大使館・領事館	(entered per nationality in the company version)

Sources: [INFOPIA \(豊橋市\)](#)・[名古屋出入国在留管理局](#)・[厚生労働省 愛知県所在地一覧](#)・[愛知県警 豊橋警察署](#)

2 Getting around and traffic rules

交通ルール・通勤（運用要領 (1)③④）

From the dormitory (Ushikawa-cho) to the workplace (Akemi-cho): company shuttle leaves the dormitory gate at 7:20, about 35 minutes. If you miss it: Toyotetsu bus from Toyohashi Station; your support person will show you the route.

自社版では実際の通勤手段・経路・所要時間・定期券やICカードの買い方を入れます。

- **Cars drive on the left; pedestrians walk on the right.** Pedestrians have priority.
車両は左側通行、歩行者は右側通行、歩行者優先
- **Bicycles:** in Aichi, bicycle liability insurance is mandatory (since Oct 2021). Helmets are recommended (since Apr 2023). No phone, no umbrella, no passengers, no alcohol.
愛知県は自転車損害賠償責任保険が義務。ヘルメット努力義務。スマホ・傘さし・二人乗り・飲酒運転は禁止
- **Register your bicycle (防犯登録)** at the bicycle shop when you buy or receive one.
購入時・譲り受け時に防犯登録
- **Cars and motorbikes:** you need a Japanese licence (or a converted one). Never drive company vehicles without permission.
自動車・バイクは日本の運転免許が必要。任意保険への加入も推奨
- **IC card (manaca / TOICA):** buy at the station and top up at the machine. A commuter pass (定期券) is cheaper if you ride daily.
ICカード・定期券の購入方法

3 Garbage and living rules in Toyohashi

生活ルール・ごみの出し方（運用要領 (1)⑤⑥）

Toyohashi sorts garbage into **11 categories**. Burnable and kitchen waste must go in the **city's designated bags** (sold at supermarkets and convenience stores). Garbage put out on the wrong day or in the wrong bag is not collected and upsets neighbours.

豊橋市は11分別。もやすごみ・生ごみは指定ごみ袋。収集日は地区ごとのクリーンカレンダーで確認（自社版では寮の地区の実際の曜日を記載）。

Type / 区分	Examples / 例	Collection day (dorm area, sample) / 収集日	Bag / 袋
Burnable もやすごみ	paper scraps, diapers, shoes, small wood	Twice a week (e.g. Mon/Thu)	Designated bag
Kitchen waste 生ごみ	food scraps, drained	Twice a week (e.g. Mon/Thu)	Designated bag
Glass bottles & cans びん・カン	rinse, remove caps, do not crush cans	Thu or Fri	Clear/translucent bag
Plastic with プラ mark プラマークごみ	wrappers, meat trays, bento boxes, shampoo bottles	Wednesday	Clear/translucent bag

PET bottles ペットボトル	remove cap and label, rinse; cap/label → プラ	Wednesday (separate bag)	Clear/translucent bag
Hazardous 危険ごみ	light tubes, spray cans, blades, batteries, power banks	Wednesday, once every 4 weeks	Clear bag, grouped by kind
Breakable こわすごみ	small appliances under 60 cm, pots, umbrellas, mirrors, styrofoam	Mon or Tue, once every 4 weeks	Designated bag
Cloth 布類	clean clothes, sheets	Mon or Tue, once every 8 weeks	Clear/translucent bag
Landfill / Paper / Large items うめのごみ・古 紙・大きなごみ	ceramics; newspapers, cardboard; items over 120 cm (book collection, fee)	Area calendar / booking	—

Living with neighbours / 近隣とのルール: No noise after 22:00 (loud talk, music, gatherings on the balcony). Do not enter fields or empty lots. Smoke only where allowed; littering butts is fined. Keep shared corridors clear. Dormitory: no overnight guests without telling the support person.

夜間の騒音・無断で畑や空き地に入らない・喫煙場所のルール・寮の来客ルール（自社版で寮規則を記載）

Shopping near the dormitory / 生活必需品の購入

Nearest supermarket, convenience store, drugstore and electronics store: the support person writes the names and a map here (blank in the sample).

自社版では最寄りのスーパー・コンビニ・ドラッグストア・家電量販店の名称と地図を記載

Sources: [ごみの分け方11分別（豊橋市）](#)・[クリーンカレンダー](#)

4

When you are ill: hospitals and insurance

医療機関・健康保険（運用要領 (1)②・(4)）

- **Always carry your health insurance card** (or a registered My Number card). You pay only 30% of the cost.
保険証（マイナ保険証）を持参。自己負担3割
- If you have allergies or treatment limits for religious reasons, tell the doctor.
アレルギー・宗教上の制限は医療機関に伝える
- If you do not understand Japanese at the hospital, the hospital can call the **Aichi Medical Interpretation System** (on-site or phone interpreters). You can also call INFOPIA (090-1860-0783).

Situation / 症状	Where / 医療機関	Address / phone
Emergency, serious illness, accident 救急	Toyohashi Municipal Hospital 豊橋市民病院	〒441-8570 Aotake-cho, Toyohashi・0532-33-6111・Life-threatening: call 119
Cold, fever, mild stomach pain 内科	Clinic near the dormitory (named in the company version) 寮近くのクリニック	—
Night, holidays 夜間・休日	Check the "Aichi Emergency Medical Guide" or ask your support person あいち救急医療ガイド	city.toyohashi.lg.jp/41012.htm

Private insurance / 民間医療保険：Interpreter fees and major treatment can be expensive. The company introduces an optional insurance plan for foreign residents. Ask your support person.

医療通訳費用等をカバーする民間医療保険の案内（運用要領で求められる項目）

5 Disasters, fire and emergencies

防災・防犯・緊急時（運用要領 (5)）

110 Police / 警察

119 Fire / ambulance / 消防・救急

118 Coast guard / 海上保安庁

Say "**English**"; the operator can connect an interpreter. Say the dormitory address (posted on the door).

通報時は住所を伝える。寮の玄関に住所カードを貼る

Evacuation shelter for the dormitory / 寮の第一指定避難所：

Ushikawa District Community Centre (牛川校区市民館)

Ushikawa-cho Nakago 13-28・0532-53-9533

About 10 minutes on foot (map on the next page – sample).

自社版では寮の住所から該当校区の第一指定避難所・津波避難ビルを記載

- **Earthquake:** Toyohashi is in the Nankai Trough earthquake zone. When it shakes: get under a table, open a door, turn off the stove after the shaking stops. Near the sea or port:

go to high ground as soon as a tsunami warning is issued (tsunami evacuation buildings 津波避難ビル).

南海トラフ地震・津波：高い場所へ

- **Typhoons (Aug-Oct):** follow warnings, stay indoors, keep 3 days of water and food.
台風
- **Fire:** never leave the stove or heater on when you go out; put cigarettes out completely; know where the extinguisher is.
コンロ・ストーブ・たばこの不始末、消火器の場所
- **Alerts on your phone:** turn on "緊急速報メール" (free, automatic) and register for the city's "Toyohashi Hot Mail". Foreign-language disaster map: city page 30498.
緊急速報メールの設定、豊橋ほっとメール、外国語版防災マップ
- **Crime prevention:** lock your door, never hand your bank card or SIM to anyone, beware of phone calls demanding money.
防犯

Sources: [第一指定避難所一覧（豊橋市）](#)・[外国語版防災マップ](#)

6 Procedures, taxes and pension

届出・社会保険・税（運用要領 (2)）

Task / 手続き	When / いつ	Who / 誰が
Register your address (住居地届出) at city hall 新規上陸後の住居地届出	Within 14 days of moving in / moving	You + support person
Notify Immigration when you change employer or the company changes its name/address 所属機関に関する届出	Within 14 days	You (online or by post), company helps
Health insurance & employees' pension (健康保険・厚生年金) 給与から天引き	Deducted from monthly pay automatically	Company
Income tax (所得税) 年末調整	Deducted monthly; year-end adjustment in December	Company (you submit dependent documents if any)
Resident tax (住民税) 前年所得に課税・2年目から	Starts in your 2nd year; after leaving Japan you still owe last year's tax → pay in one lump or appoint a tax agent	Company deducts from pay

My Number (マイナンバー)
通知カード・マイナンバーカード

Notice mailed after address
registration; make the card to use it
as your insurance card

You

Important: If you owe insurance or tax, your visa extension may be refused. If the company does not enrol you (national insurance cases), you must pay at city hall yourself.
未納がある则在留期間更新等が不許可になる場合がある

Pension: what you pay and how to get it back / 年金と脱退一時金

About 9.15% of your standard salary is deducted each month for the Employees' Pension. With 10 years of coverage you can receive an old-age pension later. If you leave Japan before 10 years, you can claim the **Lump-sum Withdrawal Payment (脱退一時金)** within 2 years of leaving (up to 60 months), and then a **refund of the 20.42% tax** through a tax agent. Note: claiming erases those months from your pension record.

Estimate your amount: [Nenkin calculator 2026 \(cuocsongnhat.com\)](https://www.cuocsongnhat.com/en/2026/05/11/65/nenkin-calculator-2026/) · 日本年金機構 ねんきんダイヤル 0570-05-1165

老齢年金の受給資格期間10年、脱退一時金（上限60か月・出国後2年以内）、受給すると期間が消えること、相談先は日本年金機構——いずれも運用要領(6)で必須の説明事項です。

7 Laws that protect you

法的保護・労働法令（運用要領 (6)・(1)⑧）

Things that are crimes in Japan / 日本で違法になる行為

- Not carrying your residence card (always carry it).
在留カードの不携帯
- Lending or selling your residence card, insurance card, **bank account, cash card or SIM card**, even to friends. This is a criminal offence.
口座・キャッシュカード・携帯の譲渡は犯罪
- Cannabis and other drugs: possession is a crime and leads to deportation.
大麻・覚醒剤
- Receiving parcels for someone else with a fake signature; using an abandoned bicycle.
宅配便の代理受領・放置自転車の使用
- Working outside your visa (a side job elsewhere without permission).
資格外活動

Your rights at work / 労働者としての権利

- Pay no lower than a Japanese worker doing the same job; the Aichi minimum wage applies to you.
同等以上の報酬・最低賃金
- Overtime must be paid extra (25%+). Overtime hours are limited by the 36 Agreement.

割増賃金・36協定の上限

- Injured at work → workers' accident insurance (労災) pays treatment and part of your wages. Never hide it.
労災保険・休業補償
- The company must give you safety training in a language you understand before you start.
安全衛生教育
- If the company goes bankrupt with unpaid wages, a government scheme advances them.
未払賃金立替払制度
- No one may keep your passport or residence card.
パスポート・在留カードの預かりは不可

If the company breaks the rules: Tell your support person first. If it is not solved → Toyohashi Labour Standards Office 0532-54-1192 or Toyohashi Immigration 0532-32-6567. You will not be deported for reporting.

相談先：労働基準監督署・地方出入国在留管理局

10-question quiz

確認テスト（理解の記録用）

1. What is your support person's phone number? When can you call?
2. On which day is プラ-marked plastic collected in Toyohashi? Which bag?
3. Is bicycle insurance in Aichi mandatory or optional?
4. Where do you evacuate to from the dormitory in a big earthquake?
5. Which number calls an ambulance? Which calls the police?
6. If you move, within how many days must you register the new address?
7. If you owe resident tax, what can happen at visa renewal?
8. May you lend your cash card to a close friend? Why not?
9. If you are injured at work, who pays the hospital?
10. Leaving Japan after 3 years, what money can you claim back and by when?

Answers for the support person: 1) see page 1・2) Wednesday, clear bag・3) mandatory・4) Ushikawa District Community Centre・5) 119 / 110・6) 14 days・7) the extension may be refused・8) no, it is a crime・9) workers' accident insurance・10) the lump-sum withdrawal within 2 years, plus the tax refund.

運用要領は「十分に理解できるまで」実施することを求めています。テストの結果を確認書とともに保管すると、理解の記録になります。

Confirmation form (corresponds to Reference Form 5-8)

生活オリエンテーションの確認書（参考様式第5-8号に対応・自社名入り）

I have been given an explanation of the following and fully understand it:

私は、次の事項について説明を受け、内容を十分に理解しました。

- 1. General matters of life in Japan
本邦での生活一般に関する事項
- 2. Notifications and procedures with national and local government
届出その他の手続に関する事項
- 3. Contacts for consultations and complaints at the company and public bodies
相談又は苦情の申出先の連絡先
- 4. Medical institutions where I can be treated in a language I understand
医療機関に関する事項
- 5. Disaster prevention, crime prevention and emergency response
防災・防犯・緊急時の対応
- 6. What to do when I learn of a legal violation, and matters needed for my legal protection
法的保護に必要な事項

Date and time / 実施日時	2026年 月 日 時 分～ 時 分 (Day 1) ／ 2026年 月 日 時 分～ 時 分 (Day 2)
Company (or registered support organisation) / 特定技能所属機関（又は登録支援機関）	サンプル物流株式会社（※架空）
Explained by / 説明者の氏名	田中 はなこ（※架空）

Signature of the worker / 特定技能外国人の署名

Date signed / 署名日

This form is not submitted; the company keeps it at the office that provided the support. Content follows Reference Form 5-8 of the Immigration Services Agency.
確認書は提出不要。署名を得て支援を実施した事務所で保管（参考様式第5-8号）。

Emergency contact card

緊急連絡カード（名刺サイズで印刷）

EMERGENCY・緊急連絡先・SAMPLE LOGISTICS
TOYOHASHI

Police / 警察	110
Fire / ambulance / 消防・救急	119
Support person / 支援担当（田中）	090-XXXX-XXXX
Company / 会社	0532-XX-XXXX

INFOPIA (consultation, multilingual)	090-1860-0783
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Hospital / 豊橋市民病院	0532-33-6111
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Evacuation shelter for the dormitory / 避難所	牛川校区市民館
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Dormitory address / 寮の住所	豊橋市牛川町〇〇（架空）
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This sample handbook was prepared by 〇〇 (business name) based on the "Operational Guidelines for Support of Specified Skilled Worker (i)" (revised 1 April 2025) and public information of Toyohashi City as of September 2026. The company is fictional. The handbook is a teaching aid; responsibility for providing support rests with the accepting organisation or registered support organisation.

本冊子は説明に用いる教材であり、支援の実施責任は特定技能所属機関・登録支援機関にあります。会社情報は架空、地域情報は豊橋市等の公開情報（2026年9月時点）。