

Information for those injured in fire or other disasters

We offer our deepest sympathy in this unexpected disaster.

We hope that you do not lose heart, and we are wishing for your swift recovery.

This document is a collection of information related to the processes and procedures for support for those injured in fire or similar disasters, so we hope that it will be of use to you.

Please be advised that this does not serve as an exhaustive list for all cases.

For further information, please inquire with the department in charge.

Updated April 2021

YONEZAWA CITY

Citizen's Environment Department
Disaster Prevention and Crisis Management Division
Crisis Management Desk
TEL: 0238-22-5111 (ext. 3401 or 3402)

1 Types of Support for Injured Persons

Type	Description	For Inquiries
Solatium and/or condolence money (Yonezawa City)	<p>If, due to disaster (excluding deliberate acts or those caused by negligence), a house is completely burned, completely destroyed, eroded, sunken in, partially burned, partially destroyed, partially eroded, partially sunken in, or received damage due to a flood, a household may be supplied with a solatium. The amount of money will depend on the damage and the type of household (single or multiple people) .</p> <p>Also, in the case of death due to a disaster (excluding deliberate acts or those caused by negligence) the surviving family will receive condolence money in the amount of ¥150,000 for each deceased person.</p>	Social Welfare Dept. (General Affairs, Head of Planning)
Solatium and/or condolence money (Japan Red Cross Association)	<p>If, due to a disaster (excluding deliberate acts or those caused by negligence), a house is completely burned, completely destroyed, eroded, sunken in, partially burned, partially destroyed, partially eroded, partially sunken in, or received damage due to a flood, in response to this a household may be supplied with a solatium. The amount of money will depend on the damage and the type of household.</p> <p>Also, in the case of death caused by a disaster (excluding deliberate acts or those caused by negligence) the surviving family will receive condolence money in the amount of ¥200,000 for each deceased person.</p>	Social Welfare Dept. (Japan Red Cross, Yonezawa Area)
Disaster Relief Supplies	<p>If, due to a disaster (excluding deliberate acts or those caused by negligence), a house is completely burned, completely destroyed, eroded, sunken in, partially burned, partially destroyed, partially eroded, partially sunken in, or received damage due to a flood, a household may be supplied with disaster relief supplies (blankets, emergency kit (daily necessities)) from the Japan Red Cross Association.</p>	Social Welfare Dept. (Japan Red Cross, Yonezawa Area)

Move into designated city-owned housing	Those who lost their homes due to a disaster are eligible to live in city-owned housing without public appeal. However, one must first satisfy the qualifications set for living in city-owned housing.	Building and Housing Dept. (Housing Guidance Desk)
Temporary Occupancy of designated city-owned housing	If you have difficulty securing a home on your own, anyone may make a temporary residence in city-owned housing (as long as there is a vacancy). • Must apply for occupancy within 2 weeks of the incident • Residency period is for up to one month	Building and Housing Dept. (Housing Guidance Desk)
Production of a disaster certificate (In case of fire)	A disaster certificate can be issued for the purpose of application for fire insurance premiums, tax deductions, etc.	Yonezawa Fire Dept.
Production of a disaster certificate (In case of natural disaster)	If your home has been damaged due to an earthquake or a flood, a disaster certificate can be issued for the purpose of insurance premiums, tax deductions, etc.	Taxation Dept. (Head of Housing)
Production of an damage certificate (In case of a natural disaster)	If your home or store has been damaged in an earthquake or a flood, a damage certificate can be issued for the purpose of insurance premiums or disaster waste disposal.	Disaster Prevention and Crisis Management Dept. (Crisis Management Desk)

2 Types of Documents and Proceedings for (Re-) Production

Type	Description	For Inquiries
Seal Registration	If either the seal registration or the registered seal itself is lost or burned, the seal registrations up until then will be repealed, and a new seal will be issued upon application.	Citizen's Department
MyNumber (Individual Number) Card	If your MyNumber card or notice card is lost or burned, a new one will be issued.	Citizen's Department
Special Permanent Resident Certificate	If your special permanent resident certificate is lost or burned, a new one will be issued upon application.	Citizen's Department
National Insurance Card	○National Health Insurance Card ○Advanced Elderly Medical Insurance Card A new one will be created upon application, given the presence of another form of identification (such as a	Citizen's Department, Insurance and Pension Division

	<p>MyNumber card, driver's license or other photo ID) . If your card has been corrupted or soiled, please bring it with you.</p> <p>○Health Insurance/Mutual Aid Association/Other Employee Insurance ⇒Please refer to your employer</p>	
Pension book and/or pension certificate	<p>○Pension Book 《Members of the national pension system》 ⇒You can apply for reissue at the City Hall. ID (MyNumber card, driver's license, insurance card, etc.) will be checked. 《Welfare pension · Mutual Aid pension members》 ⇒Please apply for reissue through your employer.</p> <p>○Pension certificate: Apply through the pension office.</p>	Insurance and Pension Division, Yonezawa Office
Medical Record Book (for disabled persons)	If it is lost or damaged, it can be replaced upon submission of application.	Social Welfare Division
Long-term Care Insurance Card	These can be reissued upon submission of application with your personal seal. ID (such as national insurance card or driver's license) will be checked.	Elderly Welfare Division (Nursing Care Authorization Benefits Section)
Burden Division Certificate		
Burden Ceiling-amount Registration		
Maternity Record Book	Can be reissued upon application (However, only a portion of the information may be recorded) .	Health Division (Maternal Health Desk)
Pregnancy Health Exam Certificate	Can be reissued upon application.	Health Division (Health Planning Desk)
Driver's License	<p>Can be reissued upon application.</p> <p>1 Another form of ID (insurance card, passport, bank book, etc.) will be required.</p> <p>2 3 x 2.4 cm picture taken in the last 6 months is also required</p> <p>3 Fee: ¥3500</p> <p>For more details, please contact the Yonezawa Police Department or the Yamagata Transportation Safety Center.</p>	Yonezawa Police Department Phone 0238-26-0110 Yamagata Transportation Safety Center Phone 023-655-2150

3 Reduction of and Exemption from Taxes • Insurance Fees • Hiring

Fees • Handling Charges

Item	Description	For Inquiries
Reduction/Exemption from National Health Insurance Fees	If your home or household goods were damaged due to natural disaster, you may be eligible for exemption or reduction for your National Health Insurance Fees upon application.	Tax Division (Tax System Desk)
Reduction/Exemption from prefectural or city taxes	If your home or household goods were damaged due to natural disaster, you may be eligible for exemption from or reduction of prefectural or city taxes upon application.	Tax Division (Municipal Tax Desk)
Reduction/Exemption from property taxes	If your land, home, and/or other depreciable assets have been damaged due to a natural disaster, you may be eligible for reduction/exemption from property taxes upon application.	Tax Division (Land Desk/Housing Desk)
Reduction/Exemption from National Pension Insurance fees	You may be eligible for reduction/exemption from National Pension Insurance Fees based on the amount of damage.	Insurance and Pension Division
Reduction/Exemption from child-care or after school care fees	If your home and/or shop was damaged due to fire, wind and rain, or an earthquake, you may be eligible for reduction or exemption from child-care or after school care fees.	Child-raising Support Division (Support Desk)
Water Bills	In the case that water is still running, you may be eligible for reduction or exemption from water bills upon application.	Office of Operations (Internal Affairs Desk)
Postponement of City Tax Collection	If you are unable to pay city taxes due to a natural disaster, you may be eligible for partial payment or postponement upon application.	Tax Collection Division
Reduction/Exemption from Trash Collection Fees	You may be eligible for exemption/reduction of the processing fees for trash created in a natural disaster (remains of a house damaged in a natural disaster or bulky rubbish items) that is collected and processed by the Okitama Administrative Association Chiyoda Clean Center. For the target of the reduction/exemption and application process, please inquire beforehand.	Consumer and Environmental Protection Division (Rubbish Collection Desk)

4 Process for Public Services

Item	Description	For Inquiries
Phone (if you have NTT)	<p>Please let us know what conditions (fire, earthquake, other disaster) you were met with and what kind of proceedings you would like to undertake.</p> <p>For companies other than NTT, please refer to your phone service provider.</p>	<p>NTT (Defective Phone Reception) Phone116 Cell Phone 0120-116-116</p>
Gas	<p>Please consult your contacted supplier in regards to propane gas.</p>	
Electricity	<p>Consult your electricity supplier.</p> <p>If you need fixing or repairs for your electrical wiring, please consult and electrician.</p>	
Post Office	<p>You can have mail addressed to your old address sent to a new address for free (for one year) if you submit a change of address notification to your nearest post office.</p>	