



A message of mayor of June 1, 2020

### To all those who are involved in Hakuba Village

This is Masatake Shimokawa, mayor of Hakuba Village. I would like to express my deepest gratitude for your understanding and cooperation in response to my request to refrain from going out of the house for the measures taken to prevent the spread of the new coronavirus, therefore your daily life becomes difficult.

On May 25, the government lifted the national emergency declaration. However, the risks of new coronavirus infections still exists, and efforts to establish a new way of life: New Normal need to be promoted in order to live with the virus. Hakuba Village, which is a year-round mountain resort, is paying attention to the risk of infection with the new coronavirus and will make sure that all visitors are aware of this risk so that they can visit the village with peace of mind. At the same time, we will take measures against the risk of infection for residents and tourist businesses that host visitors, and we will formulate and disseminate the countermeasure guidelines in order to ensure the thorough spread of infection.

In conclusion, we would like to ask for the continued understanding and cooperation of the village residents and everyone involved in Hakuba Village.

### To all tourism-related businesses in Hakuba Village

All tourism-related businesses in the village are asked to take thorough measures to prevent infection in accordance with each industry-specific guidelines.

Restricted admission.  
Maintain a physical distance.  
Disinfect the facility on a regular basis.  
Ventilate the facility.  
Ask about guest's health and request body temperature test.  
Disinfection of hands, wearing a mask, etc.

I ask for your continued cooperation so that Hakuba Village can return to our original vibrant appearance when the summer season arrives in earnest after the rainy season.

Thank you very much.

Nagano Prefecture  
Multicultural Consultation center  
provides information people  
who has business in Nagano prefecture  
to take the measure for prevention  
the spread of the new coronavirus.



The latest news  
of COVID-19  
Ministry of Health  
Labor & welfare



The Hakuba Village Tourism Division has established guidelines for preventing the spread of the new coronavirus infection, May 2020.

### To all businesses in the village

Basic measures to prevent infection and the spread of infection in accommodation facilities in Hakuba Village.

#### 1. Handling in the facility

- (1) Alcohol-based disinfectants will be placed in the lobby, restrooms, and other areas of the building for customer use.
- (2) Disinfect regularly, handrails, doorknobs and other areas of the facility that are in contact with unspecified number of people.
- (3) Ensure social distance and regular ventilation to avoid the Three C's :  
a. Closed spaces with poor ventilation. b. Crowded places with many people nearby. c. Close-contact settings such as close-range conversations.

#### 2. Measures for accommodation employees

- (1) Thoroughly wash hands and disinfect hands.
- (2) Wear a mask and practice thorough cough etiquette.
- (3) We will ensure that our staff are in good physical condition. (If a staff member is sick or has a fever, she or he will be placed on home leave.)
- (4) We do body temperature test and health check when we come to work.
- (5) We have established a quick and appropriate communication system in case an infection should occur in the facility.

#### 3. Requests from the inn to the guests

- (1) Frequent washing of hands and gargling, wearing a mask, disinfecting with alcohol, and taking body temperature are the basics. Please cooperate fully with infection prevention practices and measures taken by lodging and tourist facilities you use.
- (2) Please fill out the check-in form correctly.
- (3) If you have symptoms such as fever, cough, chills or malaise prior to your visit, be sure to consult your healthcare provider and follow their instructions to see a doctor. (If you are not feeling well, please do not travel.)
- (4) If you feel unwell during your visit, please do not persevere, but inform the staff immediately.
- (5) If you have symptoms such as fever at the time of your visit, we may not be able to accommodate you.

■ Approach to preventing infection and preventing the spread of infection in Tourist Facilities, restaurants and retail stores in the village.

For non-accommodation tourism operators are advised to refer this guidelines. We would like to ask for your understanding and cooperation in implementing measures that contribute to the prevention of infection among visitors in your industry or business.

If you are in the tourism and lodging industries, please use these illustrations to help you take measures to prevent and publicize the new coronavirus infection.



## ASK ABOUT FOOD AID IN YOUR OWN LANGUAGE!

Food banking organization in Nagano Prefecture are jointly running a home delivery service to deliver food to the residents in need.

Application for the food aid is taken at local "My Sapo" the center for Life and Work. Due to the increasing number of foreign residents contacting them for inquiries, Nagano Intercultural Consultation Center will start accepting applications from foreign residents, assisting them in their own languages. If you wish to receive food aid, please contact the center at the numbers blow.

### 1. Application for Food Aid | Foreign Languages

Nagano Intercultural Consultation Center  
TEL: 026-219-3068 and 080-4454-1899

Open days: Weekdays except 1<sup>st</sup> & 3<sup>rd</sup> Wednesday, 1<sup>st</sup> & 3<sup>rd</sup> Saturdays  
Open hours: 10:00 – 18:00

Application period: Tuesday, June 23 – September 30, 2020  
(Emergency measures for infectious diseases)

### 2. Reminder About Food

A 2 week supply of food will be delivered to your home free of charge via a home delivery service (Takkyubin) by Nagano City ASW Food Bank (a non-profit service conducted by Nagano City Association for Social Work).

Food will be packaged taking the members of your household into consideration as much as possible. Please understand, however, if your expectations are not met due to the food donation situation.



## Nagano Prefecture Resident Supportive Tourism Campaign Discover Shinshu Citizen Support Discount

Nagano prefecture take measure to support the tourism industry in Nagano Prefecture, which has fallen into a critical situation due to a sharp decrease in tourists due to the new COVID-19 infection, and hope that the people of the prefecture will rediscover the attractions of the region. Therefore Nagano prefecture is starting to sell discounted accommodation travel rates and local tourism coupons that can be used at local tourist sites to the residents of Nagano Prefecture.

There are two types of coupons as below.

### 1. Shukuhaku Wari

: discount rates and tourist coupons (Start to sell on June 26 (Fri), period of use: July 1 – August 1, 2020)

- i. 5,000 yen discount for packages of 10,000 yen or more.
- ii. A discount of 3,000 yen for a package of 6,000 yen to less than 10,000 yen.

It also comes with a 2,000 yen sightseeing coupon.

Where to buy

- : i. Family Mart in Nagano Prefecture
- : ii. Travel agencies in Nagano Prefecture that offer coupons.

### 2. Odekake Wari

: the excursion discount (Start to sell on July 1(Wed) period of use: July 1 – August 31, 2020)

1,500 yen coupon for 1,000 yen  
(It is available for activities, experience facilities, souvenir shops and restaurants.)

Where to buy

- : i. Family Mart in Nagano Prefecture
- : ii. Each Tourism Association in Nagano Prefecture, etc.

The government launched June 19, Friday a free smartphone application that alerts users when they may have been in close proximity to someone infected with the new coronavirus.

Defects have been found in a smartphone app designed to notify users of contact with those who have tested positive for the new June 22, 2020. According to the ministry, the glitch that displays "Completed" instead of "Failure" when a user enters an incorrect process number was discovered, the day the app was released.

Professor Shinya Nakayama, a Nobel Prize winner, said that the peak of infection is very much in the 2-3 days before and after the onset of the disease. It makes prevention and control difficult. This means that the concentrate contact person is very important. Therefore, I am saying that you should use this app.



For Android  
Japanese only



For iPhone  
Japanese only

## Evacuation on case of heavy rain and flooding during corona infection prevention measure

What you can do now before a disaster

1. Refer to the hazard map to check where to evacuate.
2. Check the hazard map to see if your home is colored.



	Yes	No
	Evacuation to a safe place is required.	Your home is not lower than surroundings, not by a cliff.
Alert Level 3	Evacuate to relatives, acquaintances' homes, or designated emergency evacuation sites	
Alert Level 4		Evacuate to relatives, acquaintances' homes, or designated emergency evacuation sites

Shelters where many people gather are at high risk of infection.

Besides ventilating and leaving a metre or two of distance between you, supplies tend to be scarce, so take as much as you can with you what you need.

Wash your hands after you touch the doorway, toilet door knobs and faucets.

Keep in mind that moderate exercise is essential to prevent economy class syndrome when you stay in the car.

Never leave the engine running in a garage or other confined space.

If you notice pain, numbness, or discoloration in your legs, be careful.

Breathlessness and palpitations can be life-threatening. Seek medical attention immediately.



## Calendars of Health and Welfare Services

### ◆ Health check-up for infant and toddler (From 25th to the end of next month)

※This is subject to change in order to prevent the spread of new coronavirus infection.

Date	Event	Reception time	Targets	Venue
Jun 25 (Thu)	Health checkup Infant	Notified individually	Born in Jun & Dec 2019	1F of Fureai Center
May 28 (Thu)	Consultation 2 months	Notified individually	Born in Mar 2020	1F of Fureai Center
May 29 (Fri)	Consultation 2 years	Notified individually	Born in Feb & Mar 2018	1F of Fureai Center
Jun 2 (Tue)	Consultation toddler	Notified individually	Born in Dec 2018 – Mar 2019	1F of Fureai Center
Jun 3 (Wed)	Dental Check 2 years	Notified individually	Born in Jan – Mar 2018	1F of Fureai Center
Jun 23 (Tue)	Consultation 2 months	Notified individually	Born in Apr 2020	1F of Fureai Center
	Health checkup 1&1/2 years	Notified individually	Born in Oct- Nov 2018	1F of Fureai Center
Jun 26 (Fri)	Health checkup Infant	Notified individually	Born in Jul 2019 & Jan 2020	1F of Fureai Center

### ◆ Vaccination

※This is subject to change in order to prevent the spread of new coronavirus infection.

Date	Event	Reception time	Targets	Venue
Jun 25 (Thu)	Different types	Notified individually	Infant	1F of Fureai Center
Jun 9(Tue)	Different types	Notified individually	Infant	1F of Fureai Center
Jun 11 (Thu)	Japanese encephalitis	Notified individually	Notified individually	1F of Fureai Center
Jun 19 (Fri)	Different types	Notified individually	Infant	1F of Fureai Center

### ◆ Child raising supporting room < Shien-room > TEL: 0261-72-3025

Nakayoshi Hiroba & Free Use Section



Free Use Section  
Open: Every day except Saturday  
9:30 – 12:00 & 13:00 – 16:00



Nakayoshi Hiroba  
Closed for the moment

※In order to prevent the spread of new coronavirus infections, the room will be open for free use only. However, the room may be closed in the future due to circumstances. Please contact the Child Support Room < Shien-room > more information.

※Monday childcare consultations are available by an appointment only. Please contact the Childcare Support Division to make an appointment.

Tel: 0261-85-8101

#### ◆ Please call if anything's troubling you.

Foreign-language Human Right Hotline(English)

by Tokyo Legal Affairs Bureau

Weekdays 9:00~17:00

0570-090-911 (Navi Dial)

Multicultural Living Supporter by ANPI (Association of Nagano Pref. for Internationalization)

Weekdays (Except 1st&3rd Wed) & 1st&3rd Sat 10:00~18:00

Hotline: 026-235-7186 / 090-7710-7446

Face to face counselling is also available at Nagano Prefectural Office upon appointment

### ◆ Holiday duty clinic, hospital and pharmacy

Date	Hakuba/Otari	Omachi	Ikeda/Matsukawa	Dental Clinic	TEL	Pharmacy in Hakuba
Jun 28 (Sun)	Kamishiro Clinic	Nomura Clinic	Kondo Clinic	Sunada DC	Omachi 0261-22-0648	Fujinoya
Jul 5 (Sun)	Hakuba C	Omachi Kyoritsu C	Matsumoto Clinic	Okae DC	Matsukawa 62-9888	Fujinoya
Jul 12 (Sun)	Shintani C	Ito Clinic	Azumi Hospital	Takekuchi C	Matsukawa 0261-62-0005	Fujinoya
Jul 19 (Sun)	Otari Clinic	Mogami	Serizawa Clinic	Takeda DC	Hakuba 72-8060	-----
Jul 23 (Thr)	Yokosawa Clinic	Kakishita C	Yoshimura	Nishizawa DC	Omachi 22-5091	-----
Jul 24 (Fri)	Kurita Clinic	Endo Int.	Herb no sato Clinic	Sato DC	Omachi 23-3211	Ota
Jun 26 (Sun)	Kamishiro Clinic	Mogami	Hirabayashi Mental	Kashiwabara DC	Hakuba 71-1182	Fujinoya

Detailed schedule with maps and telephone number is available

at the village office or can be downloaded from

<http://www.vill.hakuba.lg.jp/>



- 1.Hakuba Village and Hakuba Sanroku Clean Center garbage bags are all replaced by the new prepaid North Alps Wide Area Union garbage bags from **August 1, 2020**.
- 2.Outdoor incineration is prohibited. **We are never ever incinerating outside.**

**Water and sewer Division Tel:0261-85-0714**

**Notice of water meter replacement**

The water meters installed in your home are lent by Hakuba Village office.

The water meters have a validity of eight years under the Measurement Act. On that basis we will send a postcard to all customers whose water meters are due to expire in FY2020. The water meter will be replaced by the Hakuba Village designated water system installer commissioned contractors by Water and Sewer Division.

**Replacement period**

In FY2020, between June and December, the designated contractors will provide advance notice to everyone who is applicable to replace the water meters.

The designated contractors will schedule the work at your convenience, unavailable during the water meter replacement process and then the water meter will be



replacement process and then the water meter will be replaced.

**Summary of work**

We will replace the water meter and automatic meter reading devices and wiring installed in the meter boxes on your property. The working time ranges from 10 – 60 minutes. Installation time will vary depending on the installation situation.

Water service is not available during the work.

**Request to all those who apply**

Please note that we ask for your permission to enter your premises. We work with great care and attention to detail. However, air and other contaminants may be present. When using the water for the first time, open the faucet that does not go through the water heater and water filter for a before using it. Open the faucet for a minute or so, please.

**Charging for disposable bags and the future ahead**

Starting July 1, 2020, Japanese businesses and retailers throughout the country will begin charging a small fee for plastic bags per low from the government. This is considered to be one step forward in helping reduce plastic waste from Japan and to increase consumer awareness about the negative environmental effects of too much plastic usage.



Certain existing plastic bags exempt from this fee. This includes plastic bags with a thickness of 50mm or more, plastic bags that can break down in seawater, and plastic bags made from plant-based materials.

When you don't need to buy a plastic bag, feel free to tell to the cashier "Fukuro wa iranai desu". Thank you, but I don't need a bag.

**The summer road safety campaign**

Period: July 22 (Wed) ~ July 31 (Fri)

**Focus of campaign**

- ① Preventing traffic accidents while walking and riding a bicycle
- ② Encourage safe driving by older drivers.
- ③ Eradicate drunk driving



**5 Rules of bike for Safe Use**

- ① As a rule, bicycles should be on the roadway. Sidewalks are an exception.
- ② Use the roadway on the left.
- ③ Sidewalks are for pedestrians only. If you have to use it, please slow down and stay close to the roadway.
- ④ Please obey the traffic safety rules.
  - a) Biking under the influence of alcohol, riding two people, or driving alongside each other is not allowed.
  - b) Turn on the lights at night.
  - c) Please obey the traffic lights and stop and check your safety at the intersection.
  - d) Children must wear helmets.

As of October 1, 2019, it has become mandatory to purchase liability insurance for bicycle accidents when using a bicycle in Nagano Prefecture.

For inquires: Taxation Division TEL: 0261-85-0712

Jul 27 Mon	Cash		Account transfer	Credit card (the handling commission will be 3.24%)	
	The accounting section, Village office	Convenience store		The taxation Division, at Village office	Yahoo online
Fixed Property Tax	○	---	○	○	○
National Health Insurance Tax	○	---	○	○	○
Water and sewer bill for May	○	○	○	---	---



**Facebook**  
Hakuba Village Office



**Guidebook of life in Hakuba Village**



National Tax Agency