

# Nishinomiya City News

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*This newsletter is a partial translation from the May 10th issue of 'Nishinomiya Municipal Bulletin.'*  
*We will be glad to help you seek further information about events or notices announced here.*

**REVIEW NOW!****YOUR COUNTERMEASURES AGAINST HEAVY RAIN**

It is important to be prepared in everyday life so that you can make the right judgment and save your life in disasters. Prior to the heavy rain season, review your measures once again. You can mitigate damages by preparation and information!

**PREPARATION**

1) Necessary preparation differs at each household, depending on the family members and residing areas. Refer to the Disaster Prevention Map issued by the City last May to draw your own evacuation plan. The Disaster Prevention Map is also found in the City's website (HP 94177584).

2) In the hazard maps of flood, landslide, and high tide, you can see what kind of damages your home may suffer. Your evacuation plan needs to include the timing of taking action and the destination of evacuation. (HP87152051)

3) Store sufficient amounts of drinking water, foods, etc. Rolling stock system: First, stock sufficient amounts of necessities and every time you consume them, buy the same amount to maintain their stock level.

**INFORMATION**

It is important to take action based on the updated correct information. The City provides information on evacuation and disaster preparation through "Nishinomiya City Bosai (disaster prevention) Portal" and "Nishinomiya Bosai Network"

**"Nishinomiya City Bosai Portal"**

Nishinomiya City Bosai Portal gives you updated evacuation information as well as evacuation centers open at the time of emergency.

**"Nishinomiya Bosai Network"**

Nishinomiya Bosai Network automatically sends you the above information in an emergency as well as weather information of your residing district (prior registration is needed). In addition, the App "Hyogo Bosai Network" gives you similar information.

It is recommendable to have more than one measure of obtaining information. Please be prepared with your chosen measures beforehand for smooth access to updated information during an emergency.

[Inquiries] Disaster Preparedness Crisis Management Division (Tel: 0798-35-3092)

**BEWARE OF INFECTIONS DURING OVERSEAS TRAVEL**

Travel-related infectious disease cases have been increasing among returning travelers from overseas. In some foreign countries and regions, you may contract infectious diseases that are rarely seen in Japan or gastrointestinal infections transmitted through food

and water. It is essential for you to be cautious and well-informed about preventing infectious diseases while traveling abroad.

**Check Information on Health Risks Before Traveling Abroad:**

Visit the website of "FORTH" (Quarantine Station of the Ministry of Health, Labor and Welfare) to obtain information about the occurrence of infectious diseases in your travel destination before your trip.

**Be Aware of Vector-Borne Infections (Mosquitoes, Animals, Ticks, etc.):**

In areas where you might be exposed to mosquito bites, wear long sleeves and pants to protect your skin. Use insect repellent sprays as well.

**Verify Your Vaccination History:**

Before traveling abroad, confirm the vaccinations you have received in the past. Some vaccines require multiple doses, so consult with a physician well in advance.

**If You Feel Unwell After Returning Home:**

If you experience symptoms such as fever upon returning to Japan, seek advice from quarantine offices at airports or ports. If symptoms appear after returning home, call a medical facility and inform them of your travel history and symptoms. Follow their instructions for seeking medical attention.

[Inquiries] Health Care and Disease Prevention Division (Tel: 0798-26-3675)

**COOLING-OFF RULE IS NOT APPLICABLE TO MAIL-ORDER SALES**

[Case study] The size of the shoes I purchased from an online store was too small, and I requested to return them, but the reply I received was, "They are non-returnable and it is written in the terms and conditions." It was indeed stated in the terms and conditions and

when I requested a cooling off period, I was told that it was not applicable to mail-order sales. Is it true?

[Advice] There is no legal cooling-off rule for mail-order sales such as internet shopping. If there is a special return policy, you must comply with it. If there is not, the consumer can return the product with bearing the shipping cost within 8 days including the day the product was received. It is important to check the contents as soon as you receive

the item. When purchasing through mail-order sales, be sure to check carefully whether returns are possible and the conditions under which returns are possible.

If you encounter any such issues, please consult the Consumer Affairs Center (Tel: 0798-64-0999).

### A SHARP INCREASE IN THE NUMBER OF INVESTMENT-RELATED TROUBLES!



There have been many cases of those who were recommended crypto assets or investments by people they met through SNS or matching apps, and who were unable to withdraw their money or were not refunded.

- 1) "It will definitely make money" is a scam!
- 2) Be sure to check if "overseas investment sites" are genuine!
- 3) Beware of "additional investment!"

There have been many cases in which the withdrawal can be made at first, but then it becomes impossible.

Police officers continue to conduct focused visits to households where elderly people live.

[Inquiries] Nishinomiya Police Station (Tel: 0798-33-0110)  
Koshien Police Station (Tel: 0798-41-0110)

### KOSHIEEN KIDS FESTA to be held on June 1



Enjoy sports experience, workshops, and mini-Hanshin trains!

Hanshin Koshien Stadium hosts Koshien Kids Festa to revitalize the area when no baseball games are played. This event aims to nurture the

sensitivity of elementary school children and younger by using minds and bodies through sport or handicrafts.

[Date & Time] June 1 (Sat) 10:00am to 4:00pm  
[Venue] Hanshin Koshien Stadium, Koshien Ekimae Hiroba, Koshien Plus, LaLaport Koshien, etc.  
[Admission Fee] Free (A fee may be charged at some workshops.)



\*Pre-signup is necessary for some workshops.

[Inquiries] Hanshin Koshien Stadium (Tel: 0798-47-1041)

\*Closed on Mondays, Saturdays, Sundays and holidays

### NISHINOMIYA PUPPET SHOW FESTIVAL to be held on June 2 (Sun) at Amity Hall



The City and the Nishinomiya Puppet Theater Company Gathering will host the Nishinomiya Puppet Show Festival at Amity Hall. Enjoy the performances.

#### Amity Hall 1st floor

Time	Performers
11:00am	Puppet Theater Company Kyogei (Professionals)
2:45pm	Itoayatsuri (Professionals) Puppet Theater Company Minomushi (Professionals)

\*Enrollment limit: 200 people for each show (to be chosen by lottery in case of too many applicants)

\*Admission fee: ¥500; free admission for 3-years-old and younger

\*Reservation to be made on the City's website by May 22

#### Amity Hall 3rd floor

Time	Performers
11:30am	Puppet Theater Company Piichiku (Amateurs)
2:15pm	Puppet Theater Company Nonekojarashi (Amateurs)

\*Enrollment limit: 70 people for each show

\*No admission fee & no reservation required; first come, first served (Admission starts 15 min. prior to the start of each show.)

[Inquiries] Culture and Sports Division (Tel: 0798 35 3425)



### PROPER USE OF AMBULANCE

Every second counts: Seeking more cooperation to save lives.

#### 1) 119 is not a Customer Support Center!



119 is for calling a fire truck or an ambulance when you see fire, emergency illness, injury and life hazard due to natural disasters. It is not a number of Customer Support Center.

Out of approx. 40,000 calls of 119 in 2023, approx.10,000 calls, which are about 27% of them, were non-emergency inquiries, prank calls and wrong numbers. If such calls increase, 119 line will be busy and those who actually need an ambulance or a fire truck will not be connected to 119. Total calls and non-emergency calls of 119 in recent years are as follows.

Year	Total calls	Non-emergency calls
2023	40,013	10,947
2022	37,280	10,390
2021	30,966	8,392

#### 2) 53% of safety confirmation calls are wrong information.

Some of the calls for 119 is like "I can't contact Mr./Ms. X. He/She might be collapsed in the house.", and such calls are increasing. In Fiscal Year 2023, there were 416 dispatch calls for ambulance crews or rescue crews; 220 calls, about 53% of those, were wrong information such as "Sleeping" and "Absent". As most of the persons who were rescued were elderly people, it is important to communicate each other in communities on an everyday basis.

#### 3) Think before you call an ambulance.

Number of ambulance dispatched cases in 2023 were 28,686 and it has become the highest record following last year. However, about 58% of the injured persons who were taken to a hospital did not need to be hospitalized. If improper use of an ambulance increases, the ambulance will not be able to be dispatched immediately to those who actually need it.

#### 4) What you can do for proper use of an ambulance

- Go to see the doctor as soon as possible
- Persons with chronic disease should ask your doctor beforehand how to cope with it when you feel unwell.

When you are not sure whether you should call an ambulance, call the number below. Health Medical Consultation: Hello Nishinomiya (Free dial 0120-86-2438) A nurse or doctor will give you easy-to-understand advice.



[Inquiries] Command and Control Division, Ambulance Division, Fire Bureau (Tel: 0798-26-0119)