

Services Available to OIST Families

Emergency information

24-hour Emergency OIST Helpline: 098-966-8989

Emergency procedures

In the event of an emergency such as sudden sickness, fire, accident or crime involvement, please dial the emergency numbers for help. First call the following numbers in case of emergency (toll-free). Operator will connect you to an English-speaking staff on duty, will arrange to facilitate communication in English. Fire Department can correspond in multiple languages (English, Chinese, Korean, Spanish, Portuguese).



Telephone Consultation Service: 7119

24/7 telephone consultation service where doctors and nurses provide advice on whether to call an ambulance, visit a hospital, or seek other medical assistance for sudden injuries or illnesses. (Please select your language.)



Fire Engine / Ambulance: 119

If you are taken to a hospital by ambulance and need an interpreter, please call OIST Help Line 098-966-8989.



Police: 110

In Japan, police operate out of large police stations as well as smaller police boxes called “koban”. If you want to report an accident, need directions, or have other emergency related questions, you can go to the “koban” for guidance.

Marine Accident: 118

Japan Helpline: 0570-000-911

Japan's only 24-hour non-profit, nationwide emergency assistance service.



Japan suicide helplines



Natural disaster preparedness and resources

| <u>Water Safety</u> | <u>Earthquake</u> | <u>Tsunami</u> | <u>Typhoon</u> |
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Gaining OIST access and communications

Family Member Access Card

OIST operates a Family Member Access Program to allow access to non-wet lab/experimental spaces in the laboratory buildings, in addition to designated public areas of OIST, for the requested purpose, such as to attend language classes and other activities for family members. Family members, who are 18 and over, are to register for and receive ID cards that will allow them access to limited areas of the laboratory buildings.



OIST Community Account (“OIST login”)

An OIST Community account allows you as a Family Member to access TIDA and other “community” websites in the OIST system. An Acceptable Use Policy signed by the applicant is required. A current OIST employee/student with OIST systems access can request this on your behalf by visiting the IT ServiceNow website at <https://oist.service-now.com/sp> --> Service Catalog --> Account & Access Management --> Accounts --> Community Account.

TIDA

TIDA is an internal communications channel where OIST members can post social events, recommendations such as good restaurants or businesses, and a marketplace where OISTers can buy and sell goods needed for their life at OIST. TIDA also includes important stories and work-related news for employees. <https://tida.oist.jp/>

OIST Community facebook

The OIST Community facebook group is an unofficial facebook group where OIST community members can connect, ask questions, and share information.



Campus Community Facilities

[Fitness gym](#)

The gym is located in the Village Center. Any OIST employee or student or family member thereof who registers and attends a training session can use treadmills, elliptical trainers, spin bikes, weight machines, free weights, exercise mats, and other resources. The gym also includes a water cooler and showers for users who live off campus. Students can use the gym for free; employees pay 400 yen per use, up to 4,000 yen per month. To apply for access, read the rules posted on the Recreation Services website, sign the liability waiver, take the online orientation, and submit the registration form (all linked on the website). Gym access will be remotely granted to your OIST ID card.



[Laundry](#)

The Village Center includes a 24-hour coin laundry with washers and dryers or use by residents of the Village. Dry cleaning pickup and delivery is also available in the Village Office.

[Communal Kitchen](#)

The Village Center Kitchen can be used by any OIST member or their family, but it is particularly suited for making big meals for parties and cultural events to bring together Village residents. You can reserve the kitchen online (OIST login required).



[Lounge, Ocean View Room, Multipurpose Room](#)

Multiple Village Center common area rooms that family members can access or reserve.



[Reserving OIST Facility for a Recreational Activity](#)

If you want to organize a recreational activity, it may be possible to reserve OIST space for your event.

[Virtual campus tour](#)

See a brief video tour of OIST including views of labs and other areas off limits to the general public.



University Community Services

Community Services maintains OIST's inclusive culture, one that fosters equitable opportunities and services for all members of the diverse OIST community, regardless of background.



Resource Center

The OIST Resource Center is a place for OIST members, including family, to come for advice and assistance with services like transportation and childcare, healthcare, banking, community information exchange, campus and local events, and any other support they require for living in Okinawa.



Recreation Services

Recreation Services provides OIST members with an inclusive and equitable opportunity to participate, educate, compete, and volunteer in recreational and cultural activities as a means to enhance health and well-being. Recreation Services will provide ALL OIST members opportunities for physical, social, and cultural involvement.



Food Services

The food services on campus include a cafe, a restaurant, outsourced bentos, vending machines, a convenience store, and mobile vendors. These services aim to enhance the dining environment and support a comfortable campus life.



Café Tancha - Business hours: Monday to Friday 08:00-18:00

The café sells carefully crafted bread baked in the oven every morning. The bread selection changes daily, so look forward to discovering new options each day. In addition to meals, it's a great place to take a break or socialize.



Cezars Kitchen - Business hours: Monday to Friday 11:30-14:00

Enjoy lunch with a spectacular view! Cezars Kitchen Restaurant is situated in the Center Building on Level B. From Western and Asian dishes to vegan, halal, noodles, and rice bowls—enjoy a vibrant, multicultural menu! Lunch meals are also available for takeout.



Aeon Convenience Store - Business hours: Monday to Sunday, 8am-8pm

Tel: 098-952-4201 Email: kikumoto-c@aeonpeople.biz

Small shop that includes international and vegan foods, light meals, household items, stationery, stamps, revenue stamps, some over-the-counter medicines. Accepts cash and cashless payment; has self-checkout, an ATM accepting most Japanese bank cards and international credit cards, and Takkyubin (package delivery service).



Health Clinic

The health center provides health care services to the OIST community in order to protect, promote and optimize health, prevent illness, and advocate in the care of individuals and families. The clinic is located in Lab 4 on the ground floor.



Medications

The regulation of OTC (over-the-counter) medicine may differ depending on countries. OTC medicine in your country might need a prescription by a physician in Japan. Some of the non-prescribed OTC medications in other countries can be also illegal in Japan. Specifically, products that contain stimulants (medicines that contain Pseudoephedrine, such as Actifed, Sudafed, and Vicks inhalers), or Codeine (can be found in painkillers, cough medicine, cold medicine, etc.) are prohibited if it contains more than allowed quantity of stimulant raw materials. If you are considering to bring those medicines, please ask your medical professional if you can get any substitute in Japan or please contact OIST Health Center.

Birth control pill needs a prescription in Japan. This cannot be covered by health insurance unless you have any diagnosis such as dysmenorrhea and endometriosis so on.

If you are undergoing any treatment in your country, please bring a doctor's note with your treatment history and one-month supply of your medication at least. Please read Ministry of Health, Labour and Welfare's webpage for the procedure of bringing medication (including OTC) from your country.

Annual health check-up

On-campus annual health checkup was 7,990 yen (+tax) in FY2024 and it is covered by OIST for employees and students (excluding optional tests). It can be provided to OIST family members, guests, temp agency workers, and short-term intern students if they pay the fee. Please contact the health center one month before the preferred schedule at healthcheckup@oist.jp.

iPad medical translation service

OIST Health Clinic has an iPad with a medical translation service available that you may rent to bring to a local hospital if you need language assistance. To reserve the iPad, submit a request ticket on [ServiceNow](#) or contact health@oist.jp or visit the Health Center in person for more information.



New and expecting parent resources

See website for new parent handbook in English and Japanese, policies related to parental leave for employees and students, and a list of facilities around campus for diaper changing stations and lactation rooms.



Ganjuu Wellbeing Service

Business Hours - 9:00-17:00 Monday-Friday (closed on weekends and OIST holidays)



Ganjuu Wellbeing Center: **098-982-3327 ext. 23327** / ganjuu@oist.jp

The Ganjuu Wellbeing Service is free and open to anyone who is part of the OIST community and living in Japan. This includes anyone who works (including part time and temp staff) or studies at OIST as well as their family members. (Family member is intended to be a partner, husband, wife or child living in the same household). Occasionally we will work with a family members outside of the family home provided they are living in Japan. We provide services to children and adults and can work with individuals, couples, families and groups.

We are developing a range of services in both English and Japanese. If other languages are required, there are helplines and fee-based counselling services available in Okinawa and mainland Japan that can accommodate other languages. For more information, please see Ganjuu Resources and/or the Graduate School webpage. Confidentiality is of prime importance to us. Please see our website for how to schedule an appointment.

*Children under **age of 12** needs to be accompanied to appointments

Ganjuu also has a rich library with books in English and Japanese on a variety of topics, including topics on parenting, relationships, emotions, leadership, conflict, stress management, personal development, and so on. You may drop by to borrow books or read in the Ganjuu Wellbeing building during business hours.

We do not provide emergency services. Please check the emergency services listed above.

Language Education Courses

Generally, language class registration opens in December for January-April classes, April for May-August classes and August for September-December classes. Please visit our website or see TIDA for the most updated information.



English Language

OIST provides a wide variety of English Language courses to meet the needs of OIST's diverse international student body, researchers, administrative staff, and family members. All courses include reading, writing, speaking, and listening components, and are designed to encourage teamwork and active participation. Authentic materials are included, such as videos, audio recordings, and newspaper articles, to provide students with real-world examples relevant to their roles at OIST.

Japanese Language

The Japanese Language staff are conducting Japanese language courses for all OIST members - students, researchers, faculty, administrative staff, and family members. The courses range from basic to intermediate, focusing on fundamental communication skills. All courses include instruction in reading, writing, listening, and speaking. Extra-curricular activities are also held to help participants adjust to the customs and culture of their new surroundings.

Childcare and schooling options

OIST Tedako Childcare Development Center (CDC)

Tedako Child Development Center (CDC) is a cooperative effort by OIST families, faculty and staff to support the development of happy, healthy, compassionate, and socially confident children who are prepared to successfully face challenges beyond the security of the CDC. CDC offers full-day bilingual childcare programs available to the children of OIST employees and students.



Schooling Options

This site contains helpful information about education options in Japan for children elementary, middle and high school age.



International schooling options recorded seminar



School-Aged Program (SAP)

The School-Aged Program provides a safe and engaging environment with both structured enrichment activities and supervised free play for children in Kindergarten through Grade 6 of OIST students and employees. We are located off campus at the OIST Seaside House.



Social Events and Clubs

[List of current OIST clubs](#)

Recreation Services offers a variety of clubs and groups that OIST family members can join, such as Haari Dragon Boat team, LGBTQ+ Allies, woodworking, martial arts, gardening, and much more. See the list and meet fellow OISTers with similar interests.



OIST Tea Time

OIST Teatime is a chance for members of the OIST community to gather for informal discussion. Coffee, tea, and snacks are provided courtesy of the President's Office. This is now a weekly event that usually occurs on Thursdays at 04:00 pm in the Cezar's Kitchen restaurant. Please mark your calendar!

[Lab 0](#)

Lab0 is a social club that aims to foster an inclusive and safe social environment for every member of the OIST community. The club's core activity is weekly social events with an OIST member-run bar. The events range from simple open doors to invited performances, festive parties, and thematic nights. We are currently located Lab 4, Level D while the Seaside House is being renovated. The doors are usually open from 20:00 every Friday except for National Holidays.



[Cultural Event Series \(CluES\)](#)

OIST has a unique international community with people coming from all over the world. We are surrounded by so many different cultures that enrich our experience and help us grow not only as scientists, but more importantly as human beings. Via Cultural Event Series we want to boost everyone's experience by giving OISTers the opportunity to share their culture with the community and the community members to learn about a variety of cultures.



Each Event will feature a single culture presented by their natives. By participating, you will be able to immerse yourself for 2 hours and learn about various aspects of people's roots/culture of origin. We will learn about nature, language, culture, customs, superstitions, traditional clothing, history, pop culture, music, dance, and more! Every event, like every culture, is going to be unique, but equally interesting!

[Discounts](#)

OIST members receive discounts at some local restaurants, hotels and services if you show your OIST badge. Please see the QR code for the current OIST discounts.

