

# “119” is the number used in case of fire or emergency in Japan

At Yokote City Fire Department, interpretation service using three-way calling is available for foreigners who have difficulty communicating in Japanese when they call 119. To respond promptly, it is available for 24 hours/365 days in 31 languages : English, Chinese, Korean, Vietnamese, Portuguese, Spanish, Russian, Thai, Nepali, Myanmar, Hindi, French, Mongolian, Tagalog, Indonesian, Persian, Cantonese, Arabic, Urdu, Khmer, Taiwanese, Dari, Pashto, Bengali, Laotian, Italian, German, Sinhala, Turkish, Tamil and Ukrainian.

※Emergency service for fire truck and ambulance including call charge is free in Japan.

## What is three-way calling?

When you call 119 by the language other than Japanese, your call is transferred from Fire & Emergency Call Center to interpreter call center. The Information Center asks for an interpreter. While transferring the call, you need to wait for a while. However, please do not hang up the phone. Then, you can communicate in your mother language via an interpreter.



Fire & Emergency Call Center

Caller  
(does not speak in  
Japanese)



Three-way calling  
is available with a  
caller and the Fire &  
Emergency Call Center  
via an interpreter.



Foreign

Japanese



Interpreter call center

## Points when you call “119”

Please answer the questions after you call “119”.

### Q “Is it fire or emergency?”

- First, please answer whether it is fire or emergency.  
(※The same number is used for both fire and emergency in Japan.)

### Q “Please tell us the address.”

- Tell us the address an ambulance or a fire truck needs to go.
- In case you don’t know the address, tell us something near you, stores, or the name of intersection.

### Q “Please tell us the situation.”

- In case of emergency, tell us what happened to whom, if he or she is conscious, and breathing.
- In case of fire, tell us what is on fire. Building, car or other?

## ★Contact★

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Fire & Emergency Call Center

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