

119 is Emergency phone number to call

when you are in the need of ambulance or fire engine at the emergency situation.

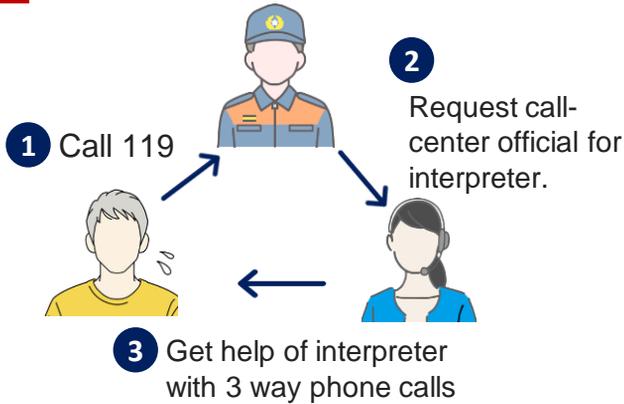
You can make emergency report **24hours 365days in various languages.**
It's okay if you cannot speak Japanese.

Please do not hang up the phone and wait for translator to answer.

When you report, please answer questions asked by officials **calmly and slowly.**

※Emergency service is free in Japan.

1 How to proceed with 119 calls



2 How rescue squad deals at the site

- 1 If injured or sick person is non-Japanese, officials will call call-center to connect interpreter at the site.



- 2 Injured or sick person and Paramedics will take turns and get interpretation.

Reporting examples

In case of fire

Q. 119, this is fire station.
Is this call for ambulance or a fire?

A. I would like to report a fire.

Q. What is the location?

A. It is at ○○Cho, ○Chome, ○Banchi.
※If you do not know the address please let them know landmark buildings or stores.
"It is at south of ○○building"
"It is at ○○ intersection"

Q. What is on fire?

A. (Mr./Ms.) ○○'s house is on fire

Q. Please tell them your name, and phone number of the phone that you are using right now.

A. Name is ○○.
Phone number is ○○○-○○○○-○○○○

In case of ambulance call

Q. 119, this is fire station.
Is this call for ambulance or a fire?

A. I need an ambulance.

Q. What is the location?

A. It is at ○○Cho, ○Chome, ○Banchi.

Q. What is the situation?

A. My friend collapsed.

Q. Please tell them your name, and phone number of the phone that you are using right now.

A. Name is ○○.
Phone number is ○○○-○○○○-○○○○