

【 How to call 119 (Emergency call) 】

- In Japan, you can get a fire truck or ambulance by calling 119 in the event of an emergency.
- Either landline or cell phones enable you to call 119 without an area code.
- Please be calm and follow the instructions of an operator when calling 119.
- Emergency call is available in 24 languages including English. If you have difficulty in speaking Japanese, an operator will put you through to an interpretation center after saying "I will use a translator. Please wait a moment." Please hold on the line until then.
- ※ The following conversations are examples for an emergency call.
(If you are not a Japanese speaker, this will be a three-way telephone with an interpreter.)

Talker	Fire Version	Medical Emergency Version
Operator	119. Fire Bureau. Is there a fire or a medical emergency?	119. Fire Bureau. Is there a fire or a medical emergency?
Caller	A fire.	Medical emergency.
Operator	Please give us the address where we should go. Which ward or town?	Please give us the address where we should go. Which ward or town?
Caller	〇〇, 〇〇〇-〇-chome, 〇-ku.	〇〇, 〇〇〇-〇-chome, 〇-ku. * Inform the operator of the precise name of the building and the room number.
Operator	How many stories is the building and which floor is on fire?	Sickness? Injury? What is his or her sex and age?
Caller	(Ex.) Smoke is coming out of the first floor of the two-story house.	(Ex.1) 50 year old male is sick. (Ex.2) 30 year old female is injured.
Operator	What is on fire?	To confirm if he/she is conscious, can you check if he/she can talk?
Caller	(Ex.) Oil in the pan caught on fire.	(Ex.1) No. (Ex.2) Yes.
Operator	Are there any people who cannot evacuate?	(Ex.1) Can he/she open his/her eyes or move his/her body when you pat his/her shoulder? (Ex.2) Is he/she bleeding?
Caller	(Ex.1) Everyone has evacuated. (Ex.2) Someone is still inside.	(Ex.1) He/She can't move at all. (Ex.2) He/She is bleeding on his/her left part of his/her head.

- Print out a copy of this document and refer to it when calling 119.