119番

Fire & Emergency Dial "119": You can Call in 21 Languages!

火事と救急時には「119」番で通報！21言語で対応が可能なので、安心して利用できます！

In **Fukuroi City** and **Mori Town**, when you dial **119**, an interpreter can relay the details of the call.
This **three-party multi-lingual interpretation service** is **available 24 hours a day**, **365 days a year** in 21 languages so that foreign residents who do not speak Japanese can feel at ease while making a call.

● 21 languages available:

★ English / 英語 (*Ei-go*), ★ Portuguese / ポルトガル語 (*Porutogaru-go*), ★ Spanish / スペイン語 (*Supein-go*),

★ Chinese / 中国語 (*Chugoku-go*), ★ Korean / 韓国語 (*Kankoku-go*), ★ French /フランス語 (*Furansu-go*),

★ German / ドイツ語 (*Doitsu- go*),★ Italian / イタリア語 (*Italia-go*),★ Russian / ロシア語 (*Roshia-go*),

★ Thai / タイ語 (*Tai-go*),★ Vietnamese / ベトナム語 (*Betonamu-go*),★ Indonesian /インドネシア語 (*Indoneshia-go*),

★ Malay / マレー語 (*Mare-go*),★ Nepalese / ネパール語 (*Neparu-go*),★ Tagalog / タガログ語 (*Tagarogu-go*),

★ Burmese /ミャンマー語 (*Miyanma-go*),★ Khmer / クメール語 (*Kumeru-go*),★ Mongolian / モンゴル語 (*Mongoru-go*),

★ Sinhalese / シンハラ語 (*Shinhara-go*),★ Hindi / ヒンドゥー語 (*Hindu-go*),★ Bengali / ベンガル語 (*Bengaru-go*)

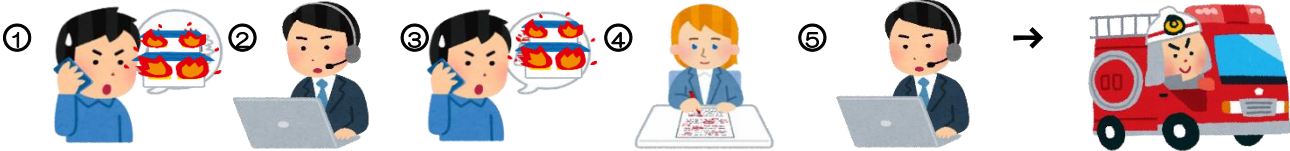◆ When calling **119,** please include your **language** or **country.**

Example: **"In English please." /** 英語でお願いします (*Ei-go de onegai shimasu.*)

"In **Portuguese,** please."/ ポルトガル語でお願いします （*Porutogaru-go de onegai shimasu.*)

● Steps when dialing 119:

[Three-way call: non-Japanese 119 caller, 119 Fire Defense Command Center (FDCC) officer and Telephone Interpretation Center (TIC) staff]

① A **non-Japanese 119 caller** asks for an **interpreter in their language.**
② The **119 Fire Defense Command Center [FDCC] officer** contacts the **Telephone Interpretation Center [TIC] staff.**
③ The **TIC staff** communicates with the **non-Japanese 119 caller.**
④ The **TIC staff** communicates with the **119 FDCC officer.**
⑤ As soon as the details of the call are confirmed, a fire engine/ambulance will be dispatched.

◆ In case of a **fire** or **emergency**, **what should we pass on** and **what kind of questions will you be asked**?

In case of a fire		In case of an emergency	
119 FDCC Officer	**Person who called 119**	**119 FDCC Officer**	**Person who called 119**
➢ Fire Defense Command Center, Call 119. Is it a fire or emergency?	✧ A fire!	➢ Fire Defense Command Center, Call 119. Is it a fire or emergency??	✧ Emergency!
➢ What's burning?	✧ A (house) is on fire!	➢ What happened?	✧ Someone's down.
➢ What's your name?	✧ William Smith.	➢ What's your name?	✧ Emma Smith.
➢ Where should we send the fire engine to?	✧ Say where (the location/address).	➢ Where should we send the ambulance to?	✧ Say where (the location/address).
➢ What's your phone number?	✧ 080-0088-8800.	➢ What's your phone number?	✧ 080-0088-8800.
➢ The fire engine is on its way. Please wait in a safe place.		➢ The ambulance is on its way. Please wait in a safe place.	