

"119" is the number used in Japan in case of fire and emergency

At Okayama City Fire Bureau, 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 5 languages: English, Chinese, Korean, Portuguese, and Spanish. ※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 & Disaster Information 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 & Disaster
Information Center

Japanese

Interpreter call center

Three-way calling
is available with a
caller and the
Information Center
via an interpreter.

Foreign language

Caller
(does not speak in
Japanese)



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 me 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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