

さいたま市消防局 Saitama City Fire Bureau

119番のかけ方 ～119 Emergency Procedures～

1 Call 119 if you need help with fire, ambulance, or rescue in an emergency.

2 How to call 119

(1) For all emergency calls

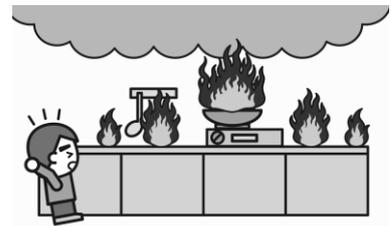
- Speak slowly and clearly.
- If you do not speak Japanese, ask somebody who can speak Japanese to make the call.
- You will be asked to provide details of where you are in order for us to send in the ambulance or fire engine. If you are not sure of your location, please tell us any landmarks nearby.

(2) Fire

- Please call for a fire engine if there is a fire, smoke alarm goes off, or fuel leakage in a car accident.
- You will be asked to provide the following information when calling for a fire engine.

かさい
火災 ～Fire～

- The location for the fire engine to be sent out.
- Do you see smoke or flame?
- Where is it burning?
- What is burning?
- Is anybody trapped or injured?
- Is the caller at a safe location?



(3) Medical Emergencies

- Please call for an ambulance if someone falls ill suddenly or gotten hurt badly. (The ambulance is a free service, however, the patient must pay for any medical expenses.)
- You will be asked to provide the following information when calling for an ambulance.

きゅうきゅう
救急 ～Medical Emergencies～

- The location for the ambulance to be sent out.
- The patient's age and gender.
- Is the patient conscious or breathing ?
- Provide information about the patient's condition.
- If the patient is hurt, where does it hurt?
- Is the caller at a safe location?



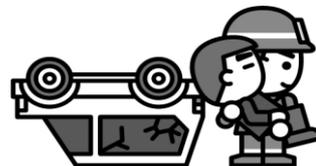
(4) Rescue

- Please call for rescue if someone is trapped inside a car or room, drowning in the river or lake, physical part of the body got trapped or stuck in a machine or equipment.
- You will be asked to provide the following information when calling for rescue.

きゅうじょ

救助 ~Rescue~

- The location for the rescue team to be sent out.
- The victim's situation
- The victim's age and gender
- Is the victim conscious or breathing ?
- Is the caller located at safe location?



3 Calling from a cellphone

- (1) Please tell us the address in the order of city, ward, town, and village.
- (2) Do not hang up! Keep your cellphone stay connected even after you have reported the emergency.
- (3) If you are driving, stop the car at a safe place to make the call.

4 119 interpreting service for non-Japanese speakers

Saitama City provides free telephone interpreting services 24hrs, every day of the year, in the case of fire, medical, or rescue emergencies occurring within the city.

Please dial 119 in your language if you do not speak Japanese and that there is nobody there to help you to make the emergency call in Japanese.

Languages available for interpreting services are as follow:

- English
- Chinese
- Korean
- Spanish
- Portuguese

※ Languages for which interpreter support is provided are subject to change without notice.

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