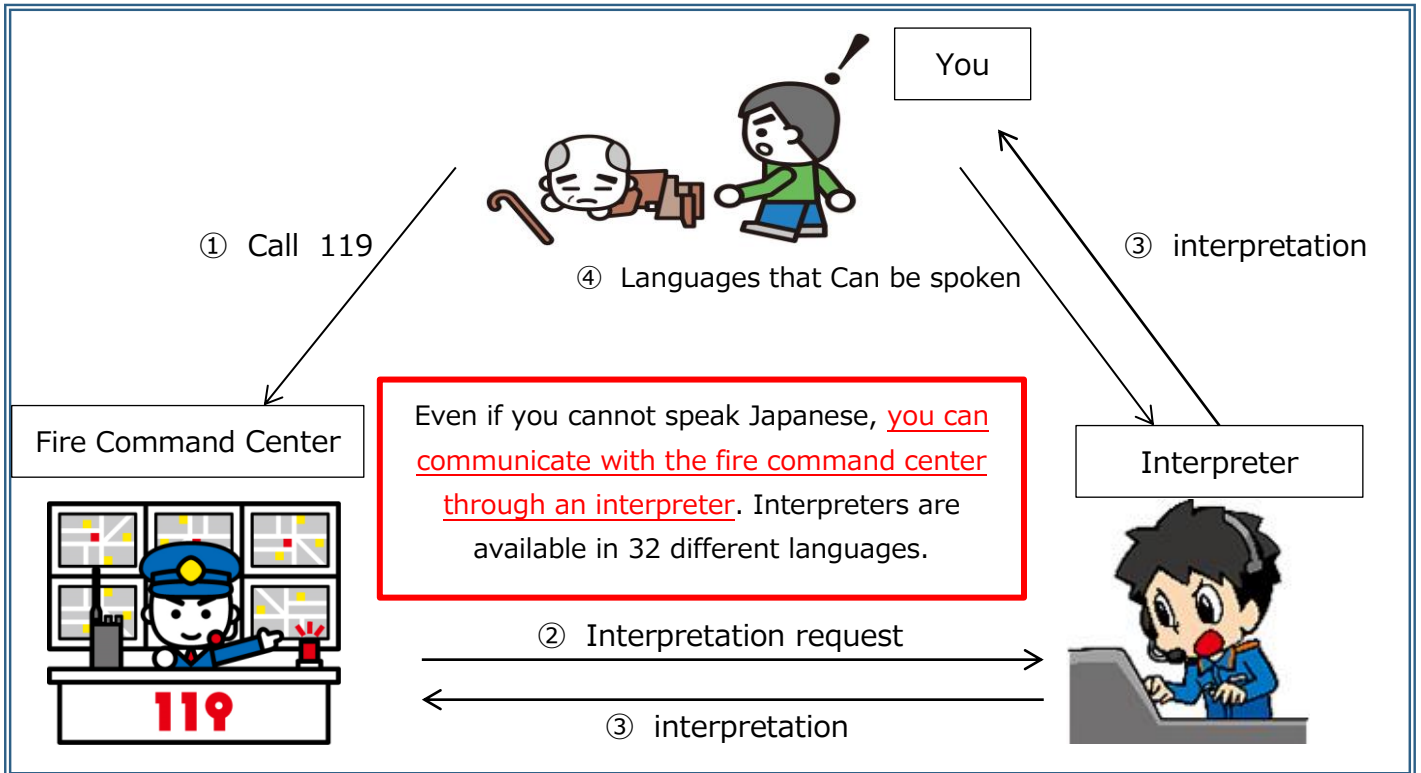


IF YOU FIND A FIRE OR NEED AN AMBULANCE, CALL 119!



Even if you don't speak Japanese, you can make an emergency call!

The Otaru City Fire Department offers a three-way call service with an interpreter so that foreigners who do not speak Japanese can make emergency calls.

After the call is connected to the fire command center, the dispatcher will transfer the call to an interpreter. It may take some time while the call is being transferred, so please do not hang up. Once you are connected to the interpreter on the phone, the fire command center will ask you questions through the interpreter, so please answer the questions asked.

※Interpretation language

English, Chinese, Korean, Vietnamese, Portuguese, Spanish, Russian,
Thai, Nepali, Burmese, Hindi, French, Mongolian,
Tagalog, Indonesian, Persian, Cantonese, Arabic, Urdu,
Khmer, Taiwanese, Dari, Pashto, Bengali, Lao,
Italian, German, Sinhala, Turkish, Tamil, Ukrainian, Malay

Emergency call procedure

- ① Dial " 1 1 9 ".
- ② Tell them if it's a "fire" or "emergency."
- ③ If you cannot speak Japanese, we will connect you to an interpreter at this point, so please do not hang up.
- ④ We will ask you some questions through an interpreter, so please answer them calmly.
- ⑤ Wait for the fire engine or ambulance to arrive, and once they arrive, notify the scene personnel of the situation.

Examples of questions to ask the whistleblower

Q 1 "Call the fire department 119. Is it a fire? Is it an emergency?"

A 1 "It's an emergency."

Q 2 "Where is it?"

A 2 "This is XX-chome, XX-cho, Otaru City." "It's in front of ○○ hotel."

Q 3 "Who is sick and how?"

A 3 "My mother, who is ○○ years old, complains that she has chest pain and difficulty breathing. "

Q 4 "Does your mother have a chronic illness or is undergoing treatment?"

A 4 "My mother's chronic illnesses are ○○ and ○○." "My mother has ○○ disease."

Q 5 "Please tell me your name and phone number."

A 5 "My name is ○○, and my phone number is ○○○-○○○○-○○○○."

【Contact information】

IN CHARGE : Otaru City Fire Department Headquarters Fire Command Center

TEL : 0 1 3 4 - 2 2 - 9 1 3 7

E-MAIL : t u s i n - s i r e i @ c i t y . o t a r u . l g . j p