

You can call 119 in your language!

安心して119番通報が出来ます！



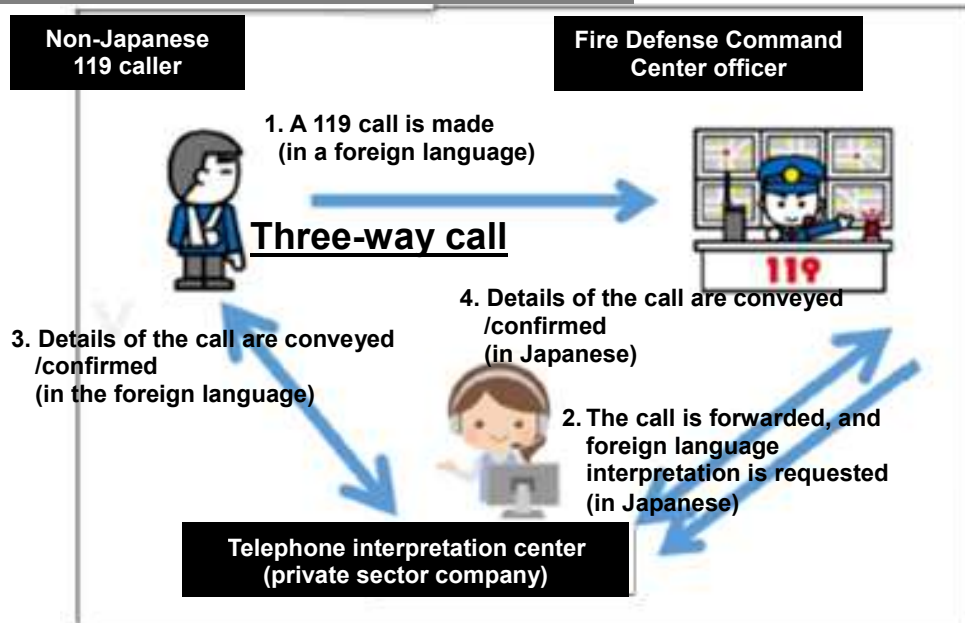
Recent years are seeing increasing numbers of non-Japanese residents and visitors within areas covered by the Yokkaichi-shi, Kuwana-shi and Komono-cho fire departments.

To ensure all non-Japanese speaking people can call 119 without hesitation in case of emergency, the Mie North Fire Defense Command Center (Yokkaichi-shi, Kuwana-shi and Komono-cho fire departments) has introduced a three-party telephone interpretation system as a first attempt of its kind in Mie Prefecture.

[Overview of the system]

When a non-Japanese speaker makes a 119 call in case of emergency, a telephone interpretation center intercedes the call so that fire station members can be promptly dispatched to the site of the disaster or emergency. The interpretation center is on standby 24 hours a day throughout the year to provide interpretation services in various major languages

How the three-party interpretation system works



Vietnamese,

[Languages accommodated] 31 languages (English, Chinese (Mandarin), Korean, Vietnamese, Portuguese, Spanish, Russian, Thai, Nepalese, Burmese, Hindi, French, Mongolian, Tagalog, Indonesian, Persian, Cantonese, Arabic, Urdu, Khmer, Taiwanese, Dari, Pashto, Bengali, Lao, Italian, German, Sinhalese, Turkish, Tamil, Ukraine)

- If there is someone nearby who can communicate in Japanese, please ask that person to make the 119 call.
- When making a 119 call, don't panic; stay calm. Provide a landmark object of the address or site of the disaster/emergency.
- After making a 119 call, the phone may go silent for a few seconds, but please stay on hold until you are connected to the telephone interpretation center.

Mie North Fire Defense Command Center
Call 059-325-3119