

# 119 calls (fire•emergency) can be handled in multiple languages

Over-the-phone interpretation service is available in the following languages to support foreign residents and tourists with difficulties communicating in Japanese when calling 119 (Fire/Emergency).

## Languages Available

English, Chinese, Korean, Thai, Vietnamese, Indonesian, Tagalog, Nepali, Portuguese, Spanish, French, German, Italian, Russian, Malay, Myanmar, Khmer

※ Other languages might also be available.

## How to use this service

- ① Call 119 using your cellphone or landline when a fire engine or ambulance is needed due to fire, illness or injury.
- ② Your call will be directed to the Command Center of Sendai City Fire Bureau, and the operator will connect you to the Language Support Center as needed. Please hold the line while your call is being transferred.
- ③ A three-way phone call between the caller, operator, and interpreter proceeds, and you can continue to report the emergency.

## Flow of Three-way Phone Call (119 Call)

