## 119 Emergency Calls Multilingual Translation Service

SOS

Emergency dispatch team will be better able to respond to 119 calls from foreigners through a 3rd party interpreter at the multi-language call center.

Call 119





**During 119 Emergency Call** 

Foreign caller

1. Call 119 (Foreign language) **Fire Department Command Center** 



3-Party Telephone Call

3. Telling of events and confirmation of situation (Foreign language)



4. Telling of events and confirmation of situation (Japanese)

2. Forward call and request for foreign language interpreter (Japanese)

Telephone Interpretation Center (Private entity)

## Interpreter Fire or Ambulance ?



●21 Languages available

Reprinted from the Ministry of Internal Affairs and Communications Fire Department

English, Mandarin, Korean, Thai, Vietnamese, Indonesian, Tagalog, Nepali, Portuguese, Spanish, German, French, Italian, Russian, Malay, Myanmar, Mongolian, Khmer, Sinhala, Hindi, Bengali

Tsuruoka Fire Department 20235-22-8321