119 Emergen Multilingual Translation Service

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.

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During 119 Emergency Call

Foreign caller

1. Call 119

Fire Department **Command Center**



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



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

Telephone Interpretation Center (Private entity)

Interpreter Fire or Ambulance

Russian, Malay, Myanmar, Mongolian, Khmer, Sinhala, Hindi,



22 Languages available

Bengali, Urdu

English, Mandarin, Korean, Thai, Vietnamese, Indonesian, Tagalog, Nepali, Portuguese, Spanish, German, French, Italian,

Reprinted from the Ministry of Internal **Affairs and Communications Fire Department**

Tsuruoka Fire Department 20235-22-8321