

## For visitors in Japan -from Nara City Fire Bureau-

### ※ About 119

119 is the number to call for fire vehicles or ambulances in case of fire, natural disaster, traffic accidents, serious injury or sudden illness.

Calling 119 in Nara city connects you to the Command and Control Center in the Nara Disaster-prevention Center.

Dispatchers receiving a 119 call take information quickly, and send fire vehicles or ambulances to the sites by operating the command system.

The fire vehicles or ambulances will arrive there shortly and begin fire-fighting operations, rescue, or emergency first aid.

### ※ How to call 119

It is important to stay calm while calling. That will lead to quick action.

What you need to do to make an emergency call is to dial **[1 • 1 • 9]** on the phone.

<A general 119 call scenario>

*Dispatcher:* This is 119. Fire or ambulance?

*Informer:* Fire. (Ambulance)

*Dispatcher:* What's the location?

*Informer:* I'm in ○○.(City name, building number, apartment or house name, room number) 《※ If you don't know the address, please tell them a nearby landmark such as tall buildings, intersections, or convenience stores》

*Dispatcher:* What is on fire? (What happened?)

*Informer:* ○○ is burning. (There are 2 people injured in a traffic accident.)

*Dispatcher:* What is your name and phone number?

*Informer:* I'm ○○, and my phone number is ○○○.

Nara City Fire Bureau can connect 119 calls in a foreign language to interpretation services. (English, Chinese, Korean, Portuguese, and Spanish)

If necessary, please use an “emergency call asking card” by which you can easily request people around you to call 119 instead of you. This card is free, and you can get it at any tourist information center or hotel in Nara City.