

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 24hours a day throughout the year to provide interpretation services in various major languages

How the three-party interpretation system works



[Languages accommodated] 21 languages (English, Chinese (Mandarin), Korean, Thai, Vietnamese, Indonesian, Malay, Tagalog, Nepalese, Portuguese, Spanish, French, German, Italian, Russian, Burmese, Khmer, Mongolian, Sinhalese, Hindi, Bengali)

- 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