



RELO JAPAN

# Emergency Assistance

**Dial 119** for fire department or medical services

**Dial 110** for police

119 in Japan is a direct-dial free emergency number that connects the caller to fire and emergency medical services from any phone. Unlike emergency number services in many other countries, the 119 system in Japan only connects to fire or ambulance services. Police are called using a separate, but similar emergency number, 110. Dialing either from a landline will automatically locate your position.

Operators proficient in English and other foreign languages are available in Tokyo, but outside of Tokyo you should not expect foreign language assistance when dialing for police or fire. Even outside of Tokyo, you may be able to get assistance if you speak very simply in English, but it is highly recommended that you know at least some basic vocabulary, and keep this cheat sheet near your phone at home because regardless of whether or not they speak English, you are still going to need help.

## Basic Vocabulary:

Fire	KAJI DESU
Car Accident	JIDOUSHA JIKO DESU
Emergency	KYUU KYUU DESU
Police	KEISATSU

## Ask a Neighbor / Passerby to Call for Help

Please call an ambulance!	KYUU KYUU SHA O YONDE KUDASAI
Please call the fire department!	SHOBOSHA O YONDE KUDASAI
Please call the police!	KEISATSU O YONDE KUDASAI

## Describing Your Emergency

Bleeding	SHUKKETSU DESU
Broken bone	KOSSETSU DESU
Burn	HIDOI YAKEDO DESU
Difficulty breathing	KOKYUU KONNAN DESU
Convulsions	KEIREN DESU
Chest pains	MUNE GA TAIHEN KURUSHII DESU
High fever	KOU NETSU DESU
Injury	KEGA DESU
Poison	DOKUBUTSU DESU
Sick	BYOUKI DESU
Unconscious	ISHIKI FUMEI DESU

To get assistance speak simply and clearly, in Japanese if possible, to explain

What you need	- Police (110), Fire Department, Ambulance (119)
What happened	- Fire, Accident, Injury, Illness
Where you are	- Address
Who you are	- Name, phone number



## Sample Phone Call to 119

<b>119:</b>	SHOU BOU CHOU... KAJI DESU KA? KYUU KYUU DESU KA? (Fire department... Fire or ambulance?)
<b>Caller:</b>	KYUU KYUU DESU. (Ambulance) KAJI DESU (Fire)
<b>119:</b>	DOU SHIMASHITA KA? (What happened?)
<b>Caller:</b>	(see "Describing Your Emergency" above )
<b>119:</b>	JUSHO WA DOCHIRA DESU KA? (What is the address?) – AND / OR -
<b>119:</b>	NANI KU, NANI CHO, NANCHO ME, NAN BAN, NAN GO DESUKA? (Please give the ward (or city) name first, then town name and banchi number.)
<b>Caller:</b>	NAGOYA, NAKA KU, MARUNOUCHI, 3-1-7-6 8F MARUNOUCHI BUILDING (see "Giving Your Address" below)
<b>119:</b>	NAGOYA, NAKA KU, MARUNOUCHI, 3-1-7-6 8F MARUNOUCHI BUILDING (They will likely repeat your address)
<b>119:</b>	ONAMAE WA (What is your name)
<b>Caller:</b>	YOUR NAME DESU
<b>119:</b>	DENWA BANGO O OSHIETE KUDASAI ( What is your phone number)
<b>Caller:</b>	052-973-3957 DESU

## Giving Your Address

The emergency operator needs to know how to find you to send help. "Land line" phones will automatically give them an address, but cellular phones will not, and the operator is very likely to confirm the automatically generated one. Regardless of why, you should know your address and if possible how to give directions to your house in some semblance of Japanese. To begin with:

The ENGLISH address of the H&R Group is:

**8F Nakato Marunouchi Bldg. 3-17-6 Marunouchi, Naka-ku Nagoya 460-0002 Japan - or -  
2F EXOS Ebisu 1-24-14 Ebisu, Shibuya-ku Tokyo 150-0013 Japan**

Giving this address will confuse the emergency operator. They are looking for the address in the *JAPANESE* style, which is reversed from English.

**Japan 460-0002 Nagoya Naka-ku Marunouchi, 3-17-6 8F Nakato Marunouchi Bldg. - or -  
Japan 150-0013 Tokyo Shibuya-ku Ebisu, 1-24-14 2F EXOS Ebisu**