

# Calling 119

In the event of a fire or when in need of an ambulance, dial 119.

An attendant will ask the necessary questions, please answer them in Japanese (see below).

If you feel uncomfortable answering in Japanese, please speak clearly and slowly in English.

## In the event of a fire...

If a fire breaks out, please warn your neighbors by yelling "KAJI!", which means 'FIRE'. Afterwards dial 119.

Attendant	Pronunciation	Caller	Pronunciation
「119番消防です。火事ですか？ <small>げんしょうぼう かいじ</small> <small>きゅうきゅうしや</small> 救急車ですか？」  You have called 119. Is it a fire? Or do you need an ambulance?	Hyaku-jyu-kyu-ban shobou desu. Kaji desuka? Kyu-kyu-sha desuka?	<small>かいじ</small> 「火事です。」  It is a fire.	Kaji desu.
<small>じゅうしょ</small> 「住所は <small>ばしょ</small> (場所) はどこですか」  What is your address (location)?	Jyusho (Basho) ha doko desuka?	A: 「〇〇です。」  A: I'm at 〇〇.  B: 「XXの近くです」  B: I'm near XX.	〇〇 desu  〇〇 = building/address  B: XX no chikaku desu.  XX = landmark
<small>なに</small> 「どこで何が燃えていますか？」  What is burning, and where?	Doko de nani ga moete imasuka?	<small>かい</small> 「〇〇階のXXで**が燃えている」  <small>も</small> ** is burning at XX on the 〇〇 floor	〇〇 kai no XX de ** ga moeteiru
<b>At this point, the fire station will be contacted and fire trucks dispatched.</b>			
<small>に おく</small> 「逃げ遅れた人やケガをしている人はいませんか？」  Is there anyone left behind or injured?	Nige okureta hito ya kega wo shiteiru hito ha imasenka?	A: 「 <small>に おく</small> 逃げ遅れている人はいません。」  A: Nobody was left behind.  B: 「 <small>に おく</small> 逃げ遅れている人がいます。」  B: There are people who were left behind.  C: ケガをしている人がいます。  C: There are injured people.	A: Nige okurete iru hito ha imasen.   B: Nige okurete iru hito ga imasu.   C: Kega wo shiteiru hito ga imasu.
<small>なまえ</small> 「あなたのお名前は？」  What is your name?	Anata no onamae ha?	「〇〇 〇〇です」  My name is 〇〇.	〇〇〇〇 desu.  ※〇〇〇〇 = your name

## Tips

- When calling 119 calmly and clearly state your emergency. Don't panic.
- If possible, tell the Fire Department where the fire is, what is burning, and the size of the fire.
- You may be asked to guide the fire brigade to the location of the fire.

## When in need of an ambulance...

When immediate transport of a victim is necessary an ambulance will be dispatched. However, for light injuries and slight illnesses an ambulance will not be dispatched. Please transport the victim to a hospital by taxi or private vehicle.

Attendant	Pronunciation	Caller	Pronunciation
「119番消防です。火事ですか？ 救急車ですか？」 You have called 119. Is it a fire? Or do you need an ambulance?	Hyaku-jyu-kyu-ban shobou desu. Kaji desuka? Kyu-kyu-sha desuka?	「救急車です。」 I need an ambulance.	Kyu-kyu-sha desu.
「住所は（場所）はどこですか」 What is your address (location)?	Jyusho (Basho) ha doko desuka?	A: 「〇〇です。」 A: I'm at 〇〇. B: 「X Xの近くです」 B: I'm near XX.	〇〇 desu 〇〇 = building/address B: XX no chikaku desu. XX = landmark
「どうしましたか？」 What happened?	Dou shimashita ka?	A: 「急病人です。」 A: It is a serious illness. B: 「けが人です。」 B: It is an injury.	A: Kyu- byou nin desu. B: Kega nin desu.
<b>At this point, the fire station will be contacted and an ambulance dispatched.</b>			
「あなたのお名前は？」 What is your name?	Anata no onamae ha?	「〇〇 〇〇です」 My name is 〇〇.	〇〇〇〇 desu. ※〇〇〇〇 = your name

### Tips

- When calling 119 calmly and clearly state your emergency. Don't panic.
- Please let us know as much information as possible about the injured/ill person. Including age, gender, how serious the injury is, and whether the person is conscious or not. First aid will be performed at the spot depending on the symptoms.

### Some useful vocabulary/phrases

「〇〇才です。」	〇〇 years old.	〇〇 sai desu.
A: 「女です。」 B: 「男です。」	A: Female B: Male	A: Onna desu. B: Otoko desu.
A: 「意識があります」 B: 「意識がありません」	A: The person is conscious. B: The person is not conscious.	A: Ishiki ga arimasu. B: Ishiki ga arimasen.

- You may be asked to guide the paramedics.

## In the case of an accident...

If there is a serious injury that requires immediate care, call 119 first.

### Calling 119:

Attendant	Pronunciation	Caller	Pronunciation
「119番消防です。火事ですか？ 救急車ですか？」 You have called 119. Is it a fire? Or do you need an ambulance?	Hyaku-jyu-kyu-ban shobou desu. Kaji desuka? Kyu-kyu-sha desuka?	「事故です。」 It is an accident.	Jiko desu.
「住所は（場所）はどこですか」 What is your address (location)?	Jyusho (Basho) ha doko desuka?	A: 「〇〇です。」 A: I'm at 〇〇. B: 「X Xの近くです」 B: I'm near XX.	〇〇 desu 〇〇 = building/address B: XX no chikaku desu. XX = landmark

To report a traffic accident to the police, call 110.

# Calling 110

In the event of an accident, emergency, or crime, dial 119.

If you are troubled and not in a hurry or would like to discuss something, dial #9110.

If you would like to contact the Kirishima City Police Station, dial (0995) 47-2110.

An attendant will ask the necessary questions, please answer them in Japanese (see below).

If you feel uncomfortable answering in Japanese, please speak clearly and slowly in English.

## Common Questions and Answer Examples

※A police officer is on the way while you are answering the questions.

Attendant	Pronunciation	Caller	Pronunciation
<p>なに 「何がありましたか？」 じけん じこ (事件ですか？事故ですか？)</p> <p>What happened? (Is it a crime? Is it an accident?)</p>	<p>Nani ga arimashitaka? (Jiken desuka? Jiko desuka?)</p>	<p>とうなんひがい あ 「盗難被害に遭いました」 I was robbed.</p> <p>じてんしゃ ぬす 「自転車を盗まれました」 My bicycle was stolen.</p> <p>「バッグをひったくられました」 My purse was stolen.</p> <p>こうつうじこ あ 「交通事故に遭いました」 I got into an accident.</p> <p>にん 「けが人がいます」 There are injured people.</p>	<p>Tounan higai ni aimashita.</p> <p>Koutsuujiko ni aimashita.</p> <p>Baggu wo hittakurare mashita.</p> <p>Koutsuujiko ni aimashita.</p> <p>Kega-nin ga imasu.</p>
<p>はっせいばしょ 「発生場所はどこですか？」 Where did the event occur?</p> <p>げんざい ばしょ 「現在いる場所はどこですか？」 What is your current location?</p> <p><i>If you don't know the address, try to use landmarks when giving your location. (i.e. SATY)</i></p>	<p>Hassei basho ha doko desuka?</p> <p>Genzai iru basho ha doko desuka?</p>	<p>こくぶえき 「国分駅です」 I'm at Kokubu Train Station.</p> <p>こくぶちゅうおう ちょうめ ばん ごう 「国分中央3丁目46番3号 前です」 I'm at 3-46-3 Kokubu-chuo.</p> <p>はやとちょう まえ 「隼人町のサティ前です」 I am in front of SATY in Hayato.</p>	<p>Kokubu ekimae desu.</p> <p>Kokubu-chuo 3-chome 46-ban 3-gou mae desu.</p> <p>Hayato-cho no SATY mae desu.</p>
<p>いつ 発 生 した の で す か ？ When did it happen?</p> <p><i>Please contact the police as soon as possible.</i></p>	<p>Itsu hassei shita no desuka?</p>	<p>ごご じ ぶん 「午後3時30分ごろです」 Around 3:30pm.</p> <p>やく ぶんまえ 「約5分前のことです」 About 5 minutes ago.</p>	<p>Gogo 3-ji 30-pun goro desu.</p> <p>Yaku 5-fun mae no koto desu.</p>
<p>はん にん じょうきょう 「犯人・状況は？」 (または、あいて じんぶつ おし 相手の人物について教えてください。 下さい。)</p> <p>What are characteristics of the criminal/situation? (Please provide as much detail as possible)</p>	<p>Hannin ha? (criminal) Jyoukyou ha? (situation)</p>	<p>はん にん しろいろ さぎょうぎ き 「犯人は白色の作業着を着 た40歳くらいの男です」 The person is a male in his 40s, and wearing a white work clothes.</p> <p>あいて ふつうじょうようしゃ 「相手は、普通乗用車に の 乗った30歳くらいの女性です」 The other person is a lady in her 30s, driving a car.</p>	<p>Hannin ha shiro iro no sagyougi wo kita 40sai gurai no otoko desu.</p> <p>Aite ha, futsuu jyouyou sha ni notta 30sai gurai no jyosei desu.</p>

<p>いま 「今、どうなっていますか？」</p> <p>What is the situation?</p>	<p>Ima dou natte masuka?</p>	<p>ほんにん えきまえ わたし 「犯人は駅前から、私の じてんしゃ じやくしよ 自転車にのって市役所の ほうこう に 方向に逃げました」 The man rode away on my bike toward the City Hall.</p> <p>じこ あいて ひと ばん 「事故の相手の人が 119番 に通報して、救急車を呼 んでます」 The other person is calling 119 for an ambulance.</p>	<p>Hannin ha ekimae kara watashi no jitensha ni notte shiyakusho no houkou ni nigemashita.</p> <p>Jiko no aite no hito ga 119-ban ni tshou shite, kyu-kyu-sha wo yonde imasu.</p>
<p>「あなたの名前、住所、年齢、電話 ばんごう 番号は？」</p> <p>What is your name, age, address, and telephone number?</p>	<p>Anata no namae, jyuusho, nenrei, denwabangou ha?</p>	<p>わたし 私は○○○○といいま す、30歳です。国分中央3 さい さい 丁目に住んでいます。携帯 ちようめ す けいたい 電話は 090-1111-2222 で です。 My name is ○○○○ and I am 30 years old. I live in Kokubu Chuo 3-choume. My cell # is 090-1111-2222</p>	<p>Watashi ha ○○○○ to iimasu, 30-sai desu. Kokubu Chuo 3- choume ni sunde imasu. Keitai denwa ha 090- 1111-2222 desu.</p>

※When calling 110 calmly and clearly state your emergency. Don't panic.

**Some useful vocabulary/phrases**

○○を盗まれました。	○○ was stolen.	○○ wo nusumare mashita
助けてください。	Please help me.	Tasukete kudasai.
○○の近くです。	(I am) near ○○.	○○ no chikaku desu.
#分前 #時間前	## minutes ago ## hours ago	## fun mae ## jikan mae
犯人	criminal	Hannin
○色の服	○ color clothes	○ iro no fuku
#歳ぐらい	About ## years old	##-sai gurai
○○から××の方向に逃 げました。	The criminal ran from ○○ towards ××.	○○ kara ×× no houkou ni nigemashita.

**Using a public telephone for reporting emergencies**

Public telephones have an emergency button or other similar device which you can use in case of an emergency. This function can be used free of charge (money/telephone cards are not necessary).

1. Pick up the receiver.
2. Press the red emergency button.
3. Dial 110 or 119

※ New public phones do not have an emergency button. You can simply dial after picking up the receiver.

**Using a cellular phone for reporting emergencies**

When calling 110 or 119 from a cellular phone, another city's police/fire department may receive your call. Thus, when calling by cellular phone, please be sure to inform the attendant what city the emergency occurred so that your call can be forwarded to the appropriate police/fire department. Also, you will be asked to give your cellular phone number as you may be contacted again after the call. Do not turn off your phone.

**Some useful vocabulary/phrases**

でんわばんごう 電話番号	Telephone number	Denwa bangou
霧島市です。	Kirishima City.	Kirishima shi desu.

※The use of a landline or public telephone is recommended.