

**(1) If you need help in the case of an emergency
(Traffic accidents/Crime/Fire/Sudden illnesses/Severe injuries)**

① Numbers to call in the case of an emergency

Stay calm and tell the operator the following:

- What happened or is happening (for example, "Fire," etc.)
- Where it happened/is happening (If you do not know the exact address, please mention any nearby landmarks, such as buildings.)
- Your name
- Your telephone number

Police (Traffic accidents/Crime) Telephone number **110**

Fire department (Fire) Telephone number **119**

Ambulance (Sudden illnesses/Severe injuries) Telephone number **119**

Please do NOT call an ambulance if you can make it to a hospital on your own.

11. Emergencies and Disasters

A Traffic accidents/Crime

Call the police at 110 immediately if you are involved in or witness a traffic accident or if you are the victim of a robbery or theft.

Call 119 for an ambulance if anyone is injured severely enough to need medical attention.

Examples of what to say in Japanese when you call the police	
English	Simple Japanese
Help me!	たすけて ください
There has been a traffic accident.	こうつう じこ です
I have been robbed.	どろぼう です
I had my XXX snatched.	ひったくり です
I was attacked.	なぐられました
The place is ○○○○○○.	ばしよ は ○○○○○○ です
The address is ○○○○○○○○○○○○○○○○○.	じゅうしよ は ○○○○○○○○○○○○○○○○○ です
My name is ○○○○○○.	わたしの なまえ は ○○○○○○ です
My telephone number is ○○○○○○.	でんわ ばんごう は ○○○○○○ です

B Fire

If you see a fire, yell loudly to the neighbors to let them know.

Call the fire department at 119 after you have gotten to a safe place.

Tell the operator that there is a fire and where you are.

Examples of what to say in Japanese when you call the fire department	
English	Simple Japanese
There is a fire!	かじ です
Please send a fire truck.	しょうぼうしゃ きて ください
The address is ○○○○○○○○○○○○○○○○○.	じゅうしよ は ○○○○○○○○○○○○○○○○○ です
My name is ○○○○○○.	わたしの なまえ は ○○○○○○ です
My telephone number is ○○○○○○.	でんわ ばんごう は ○○○○○○ です

11. Emergencies and Disasters

C Sudden illnesses/Severe injuries

Call an ambulance if you are unable to make it to a hospital on your own due to a sudden illness or severe injury.

Take your health insurance card and the medicines you are currently taking with you.

While the ambulance service is free of charge in Japan, you are not allowed to use it for minor injuries or illnesses. Take a taxi or drive yourself to a hospital.

Examples of what to say in Japanese when you call an ambulance	
English	Simple Japanese
Please send an ambulance.	きゅうきゅうしゃ きて ください
〇〇 (Who, for example, my child) ………	〇〇 (だれ【例】わたしの子ども)が………
injured his/her 〇〇(←injured area).	〇〇 (← からだ のばしよ) を けが しました
has a pain in his/her 〇〇(← affected area).	〇〇 (← からだ のばしよ) が いたい です
fell.	たおれました
Male/Female	おとこ / おんな です
〇〇 years old.	〇〇 さい です
The address is 〇〇〇〇〇〇〇〇〇〇〇〇〇〇〇〇.	じゅうしょ は 〇〇〇〇〇〇〇〇〇〇〇〇〇〇〇〇 です
My name is 〇〇〇〇〇〇.	わたしの なまえ は 〇〇〇〇〇〇 です
The name of the (injured/sick person) is 〇〇〇〇〇〇.	(けが / びょうき を した ひと) の なまえ は 〇〇〇〇〇〇 です
My telephone number is 〇〇〇〇〇〇.	でんわ ばんごう は 〇〇〇〇〇〇 です

☆Useful website:

Ministry of Internal Affairs and Communications, Fire and Disaster Management Agency, “Guide for Ambulance Services”

https://www.fdma.go.jp/publication/portal/items/portal001_pamphlet_english.pdf