

## ◆When calling an ambulance or fire engine◆

The Yakumo Town Fire Department has introduced and started operation of a foreign language interpretation system.

### ○Purpose

It was introduced in order to carry out prompt and accurate firefighting and emergency services when a foreigner calls 119 or when a member of the team performs activities at an emergency site.

### ○structure

It is a mechanism to connect the 119 call from a foreigner from the communication command room of the fire department headquarters to the telephone interpretation center, and to perform simultaneous interpretation between the foreign interpreter, the interpreter call center, and the firefighting communication commander.

## ☐supported language

24 hours 365 days

English Chinese Korean Vietnamese Portuguese Spanish  
Russian Thai Nepali Burmese Hindi French Mongolian  
Tagalog Indonesian Persian Cantonese Arabic Urdu Khmer  
Taiwanese Dari Pashto Bengali Lao Italian German Sinhala  
Turkish Tamil Ukrainian Malay

## ☐Attention

You may have to wait for a while from calling 119 to being replaced by the operator of the Telephone Interpretation Center, but please wait without hanging up.