



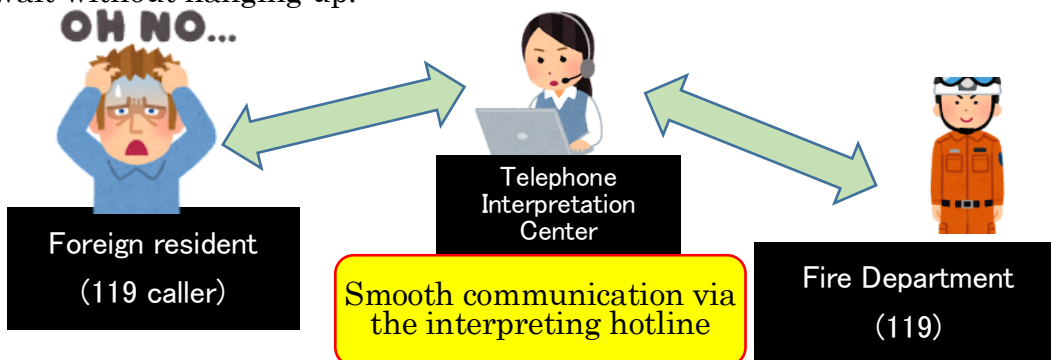
# Call 119



**Simultaneous interpretation hotline and tablet available in many languages !**  
 The Iwamizawa Fire Department has introduced a simultaneous interpretation service and tablets to assist foreign residents during emergency calls and at emergency scenes.

## ① Response to 119 calls ~ Simultaneous interpretation ~

- ◆ Simultaneous three-way communication between the caller, the telephone interpretation center, and the fire department.
- ※ It will take a few seconds to connect to the telephone interpretation center, so please wait without hanging up.



## ② Ambulance response ~ Tablet or simultaneous interpretation ~

- ◆ Conversation using a tablet (multilingual translation app)
- ◆ Three-way simultaneous interpretation service via the Telephone Interpretation Center
- ➔ When communication via tablet is difficult or during an emergency situation with no ambulance present



## ③ Languages spoken

- ◆ Dial 119 or call an ambulance (Telephone Interpretation Center)

24-hour service (5 languages)	English, Chinese, Korean, Portuguese (including Brazilian Portuguese), Spanish.
10:00~18:00 (11 languages)	English, Chinese, Korean, Portuguese (including Brazilian Portuguese), Spanish, Thai, Vietnamese, Filipino (Tagalog), French, Russian, Nepali.

- ◆ Ambulance (tablet) ~ 31 languages

English, Chinese (Simplified, Traditional), Korean, Portuguese (Brazil), Portuguese, Spanish, Thai, Vietnamese, Filipino (Tagalog), French, Russian, Nepali, Indonesian, Burmese, Khmer (Cambodia), Mongolian, Arabic, Italian, Ukrainian, Urdu (India, Pakistan), Dutch, Sinhalese (SriLanka), Danish, German, Turkish, Hungarian, Hindi (India), Polish, Malay (Malaysia), Lao (Thailand, etc.).

Contact

Iwamizawa Fire Department Communications Section TEL0126-22-7445