



Call 119

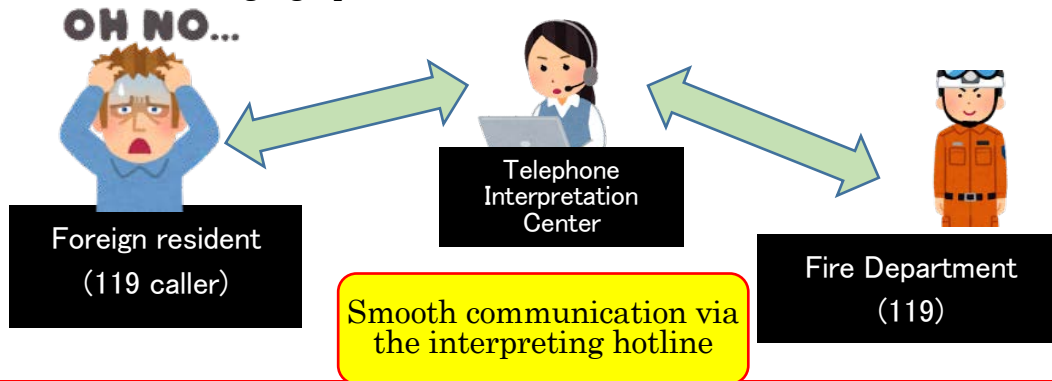


Simultaneous interpretation hotline and Smartphone app available in many languages !

Takikawa District Wide-area Fire Department Association(Takikawa City, Ashibetsu City, Akabira City, Shintotsukawa Town, Uryu Town)has introduced a simultaneous interpretation service and Smartphone app to assist foreign residents during emergency calls and at emergency scenes.

①Response 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.



②Ambulance response~Smartphone app or simultaneous interpretation~

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



③Languages 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 (Smartphone app) ~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 (Sri Lanka), Danish, German, Turkish, Hungarian, Hindi (India), Polish, Malay (Malaysia), Lao (Laos)

Contact

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