

In case of a fire

How to call for a fire engine (# 119)

If a fire breaks out, shout out to let the neighbors know and dial 119 to call a fire engine.

It is dangerous to try to extinguish a fire alone.

When calling the fire department (119), remain calm. Tell the officer (1) there is a fire, (2) where it is (address or some landmarks such as buildings), (3) what is on fire, (4) your name, (5) the phone number you are calling from.

When you hear the siren of the fire engine, come out to meet it and guide it to the scene of the fire.

When the caller is a foreigner and can't speak Japanese, the fire department will reach the interpretation call center and switch the phone call to a three-way call. The languages available are English, Chinese, Korean, Portuguese, Spanish and others.

The telephone call to the fire department (119) is a free call. Money or telephone cards are not necessary when calling from a public telephone.

In order to remain calm when you make the call, it is a good idea to keep a note near your telephone, written in large letters, of your name, address and the names of some recognizable buildings, etc. near your residence.

When calling a fire engine from a mobile phone

- (1) When calling from a mobile phone and if you do not know the address, tell about some buildings, etc. which can indicate the location, or call for help to the people around you.
- (2) Depending on the condition of the radio wave, a call from a mobile phone may be connected to the fire department of another city. So, when telling the address, please start from the name of the city, "Nishinomiya".
- (3) If you are driving a car, stop the car in a safe place before making the call.
- (4) It may be necessary for the fire department to call you back to check the location or circumstances, so after you have contacted the fire department, do not turn the power off your phone.

Risai shomei-sho (Disaster Victim Certificate)

It is necessary to have a Risai Shomei-sho (Disaster Victim Certificate) when applying for tax deductions or tax reprieve, etc. for victims of a fire disaster. For more details, please contact the nearest fire station.

Fire Bureau / Fire Station	Address	Phone Number
Fire Bureau	Nishinomiya City Rokutanji-cho 8-28	0798-26-0119
Nishinomiya Fire Station	Nishinomiya City Tsuto Otsuka-cho 1-32	0798-23-0119
Nishinomiya Fire Station Kitashukugawa Fire Substation	Nishinomiya City Matsukaze-cho 4-4	0798-74-0119
Naruo Fire Station	Nishinomiya City Furukawa-cho 2-12	0798-49-0119
Naruo Fire Station Hama Fire Substation	Nishinomiya City Nishinomiyahama 3-chome 5	0798-22-0119
Kawaragi Fire Station	Nishinomiya City Takagi Higashimachi 15-11	0798-63-0119
Kawaragi Fire Station Koto Fire Substation	Nishinomiya City Uegahara 1-bancho 1-64	0798-54-0119
Kita Fire Station	Nishinomiya City Najioshinmachi 7-1	0797-61-0119
Kita Fire Station Yamaguchi Fire Substation	Nishinomiya City Yamaguchi-cho Shimo-yamaguchi 4-chome 1-20	078-904-0119

Note For details, ask a person who understands Japanese to enquire for you.