

In case of a fire

How to call for a fire engine (Tel. 119)

If a fire breaks out, shout out to let the neighbors know and contact the fire department to send 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), (3) what is on fire, (4) your name, and (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 judged to be 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 fire department can respond in English, Chinese, Korean, Portuguese, and Spanish.

The telephone call to the fire department is a free call. ¥10 coins 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, in hiragana or Roman 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, be sure to give the location (address) of where the call is being made from and the mobile phone number. If you do not know the address, use some buildings, etc. which can indicate the location, or call from the nearest public telephone.
- (2) 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..
- (3) If you are driving a car, stop the car in a safe place before making the call.

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	Ikeda-cho 13-3	0798-26-0119
Nishinomiya Fire Station	Tsuto Otsuka-cho 1-38	0798-23-0119
Nishinomiya Fire Station Kitashukugawa Fire Substation	Matsukaze-cho 4-4	0798-74-0119
Naruo Fire Station	Furukawa-cho 2-12	0798-49-0119
Naruo Fire Station Hama Fire Substation	Nishinomiyahama 3-chome 5	0798-22-0119
Kawaragi Fire Station	Takagi Higashimachi 15-11	0798-63-0119
Kawaragi Fire Station Koto Fire Substation	Uegahara 1-bancho 1-64	0798-54-0119
Kita Fire Station	Najjoshinmachi 7-1	0797-61-0119
Kita Fire Station Yamaguchi Fire Substation	Yamaguchi-cho Shimo-yamaguchi 4-chome 1-20	078-904-0119

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