

# Chapter 6

## In case of emergency

### If There Is a Fire and an Ambulance Is Needed

#### Report the Fire

- Yell "Fire!" to alert the people around you. Don't act alone; ask as many people as possible for help.
- Calm yourself and call 119 from a safe place.

#### What to do when you call 119 to report a fire

- When you report a fire, calmly describe the situation in as much detail as possible including information about anyone who is sick or injured.
- If you need to call while you are driving, be sure to first stop at a safe spot and then make the call.
- If you don't know the address of the place that is on fire, look around for a large building, public facility, name of an intersection or convenience store, or an address written on a vending machine sticker.
- If you are calling from a mobile phone, do not turn it off because the fire department may need to contact you again.

#### Reporting Procedures

##### ① Calm yourself and call 119

"I need to report a fire." or "There's a medical emergency."



##### ② Report the location

○-○-○, ○-chome, ○○-ku, ○○ City



##### ③ Describe the situation

"○○ is on fire."

"There is something is wrong with ○○."



##### ④ Give your name and phone number

"This is ○○○. My phone number is ○

○○○-○○○○."



#### Reporting by Fax or E-mail

You can fax or e-mail to report a fire when it is difficult to get through to 119 from a phone within Osaka City.



#### Information needed for writing a fax or e-mail

- State whether you are reporting a fire or a medical emergency
- Location (address) of the site
- Description of the current situation such as what is on fire or the condition of the injured or sick person
- Your name
- \* When you need an ambulance, if possible, please give the patient's age and sex.

\* The emergency service will reply as soon as they receive your fax or e-mail. If there is no reply, please recheck the fax number or e-mail address and send it again.

**Fax 119**  
**E-mail 119**

**FAX: 0 6 - 6 5 3 8 - 0 1 1 9**

From NTT docomo mobile phone → **osaka.shobo@i.mail-119.jp**  
From other carriers' mobile phone → **osaka.shobo@mail-119.jp**

#### Put Out the Fire

It is important to put out the fire quickly to minimize the amount of damage. Keep a fire extinguisher or bucket somewhere convenient in case of an emergency.

##### How to use a fire extinguisher

- Get close to the origin of the fire with the fire extinguisher
- Pull out the safety pin
- Aim the hose/ nozzle at the base of the fire (check what is burning)
- Forcefully squeeze the lever (Injection)
- \* Don't use any fire extinguisher with rust, scratches, dents, etc.

##### How to put out a grease fire

- Do NOT try to extinguish a grease fire with water.
- Take the lid that fits the pot and push it over the pot from the front and cover the flame.
- Extinguish the flames by covering them with a large towel or other material that you've moistened with water and wrung out.
- Turn off the heat source (gas valve) immediately after you put out the fire.
- Put the fire out with a fire extinguisher.

\*Exercise care concerning flying droplets of oil when extinguishing the fire.

#### Evacuate

- Yell "Fire!" as you escape to alert the people around you.
- If you have to escape through smoke, cover your mouth and nose with a handkerchief, crouch down, and get under the smoke as you escape.
- Always be sure that you know of at least two exits that you can take to evacuate.
- Do not use elevators.
- Once you are outside, close the door, and do not go back in.