

# 1 . Helpful Information

## 1 - 1 Emergency Information

### ( 1 ) Disaster information

#### ○ **Disaster Prevention Guide and Map for Foreigners**

It gives you the information related to earthquakes, typhoons and landslides as well as that of the evacuation shelters located in Toyonaka city.

【 Languages: Japanese, English, Chinese, Korean and Vietnamese 】

URL: [https://www.city.toyonaka.osaka.jp/jinken\\_gakushu/gaikokujin\\_joho/DPGaMfF.html](https://www.city.toyonaka.osaka.jp/jinken_gakushu/gaikokujin_joho/DPGaMfF.html)



#### ○ **Osaka Disaster Prevention Net**

This site provides emergency information, damage status, evacuation instruction, transportation information, lifeline information, etc. about disasters in Osaka Prefecture collectively.

【Four languages】 English, Chinese, Korean, Japanese

URL: <https://www.osaka-bousai.net.e.add.hp.transer.com/>



## ( 2 ) Emergency Calls

### ○ Police

If you are involved in an accident or a criminal incident, call 110.

A police officer will ask you the following questions on the phone. Answer the questions slowly and clearly. After hanging up, wait by the phone until the police arrive.

#### 【Six Questions】

- ① 「What happened?」 [(In Japanese) **Nani ga arimashita ka?**]  
⇒ An accident [**Jiko**] (traffic accident)  
⇒ A crime [**Jiken**] (violence, robbery)
- ② 「Where did it happen?」 [Doko de arimashita ka?]
- ③ 「When did it happen?」 [Itsugoro arimashita ka?]  
⇒(The time when the incident happened)
- ④ 「What are the features of the suspect?」 [Hannin no tokucho wa?]
- ⑤ 「What is the present situation?」 [Ima dounatte imasu ka?]
- ⑥ 「What is your name and telephone number?」  
[Anata no namae to renraku no toreru denwabango wa?]

### ○ Fire fighting

Call 119 in case of fire or medical emergency.

#### 【How to call 119】

- ① A dispatcher will ask whether you are reporting a fire or requesting an ambulance
  - Fire ⇒ “A fire” [(In Japanese) **Kaji Desu**]
  - Medical emergency or an accident  
⇒“An ambulance, please.”[**Kyukyusha ga hitsuyou desu**]
- ② Give the location of the emergency, your name, and the phone number where you can be reached.
- ③ Explain the situation.
  - Fire ⇒ What is burning? Is anybody injured? Is anybody left behind or inside?
  - Medical emergency ⇒ Briefly convey the state of injury or symptoms.
- ④ If someone is with you, go outside to help emergency vehicles find the place.
  - ※ You can call 119 not only in Japanese but also in languages such as English, Chinese, Korean, Portuguese and Spanish through multilingual operators.