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What to Do in Case of an Emergency: Being Prepared for the Unexpected



In the event of an accident or a fire, witnessing a crime or encountering any emergency situation, the first thing to do is call 110 or 119.

For crimes and accidents, call 110 (Police)
For the fire department or an ambulance, call 119
For a traffic accident, call either 110 or 119

【Attention】 110 and 119 are for emergencies only.

Calling 110 or 119 for non-emergency matters interrupts the process of attending to life threatening emergencies.

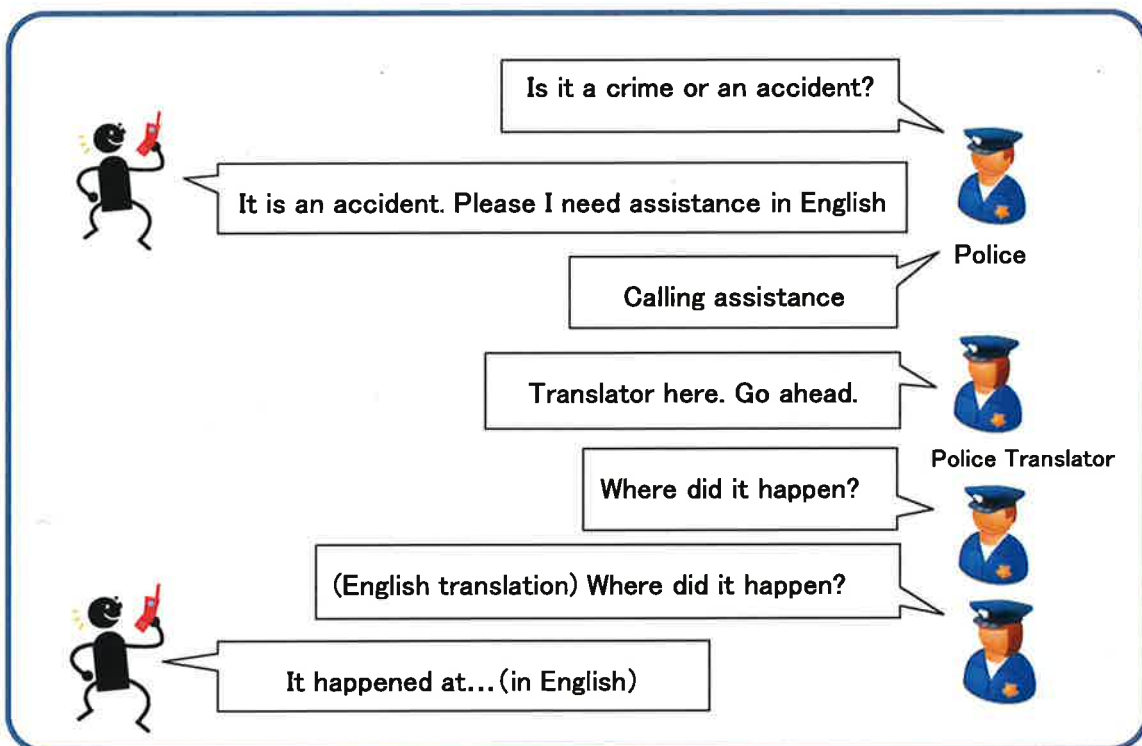
110 Accidents/ Crimes



After dialing 110:

- ① Tell the representative whether you have witnessed a crime (e.g. stolen wallet, someone wielding a knife) or an accident (e.g. car crash, a fallen sign).
- ② If you need language assistance let them know.

Example: Calling 110 for a traffic accident



* If you are unclear of what to do, stay calm and listen to the instructions carefully.

Koban

What is a koban?

A koban is a place where a police officer is stationed and attends to duties such as giving directions to people who are lost, taking care of lost and found items, patrolling etc.



If you are troubled or lost, go to the nearest koban and get help.

☆What to say when you have witnessed a crime.

Describe the suspect:

- Sex: Male, Female,
- Facial features: Skin color, hair color, eyewear
- Body type: Tall, short,
Heavy, thin,
- Clothing: Color, style, etc.
- Others: Possessions, Vehicle, etc.

☆What to say when you have encountered an accident.

- Describe injuries incurred

In the case of a traffic accident:

- License plate no.
- Car color & model

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Sedan Wagon Minivan

- What did it collide with?
Was it a person or an object?

How to inform police / fire department of your location

It is important to report the time and the place of the incident accurately.

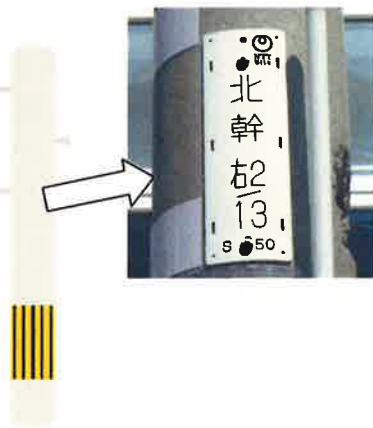
【Calling from a land line】 ※From home or a pay phone

...Police/fire department WILL know your location

【Calling from a mobile phone】

...Police/fire department WILL NOT know your location. You have to tell them the address.

☆If you are unsure of the address, check these places☆
(A convenience store can also be a landmark)



Telephone pole numbers



The name of a bus stop

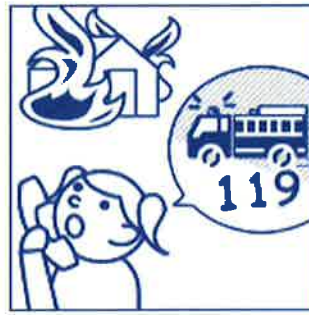


The name of an intersection or station



Road signs

119
In the case of
medical emergencies
or fires



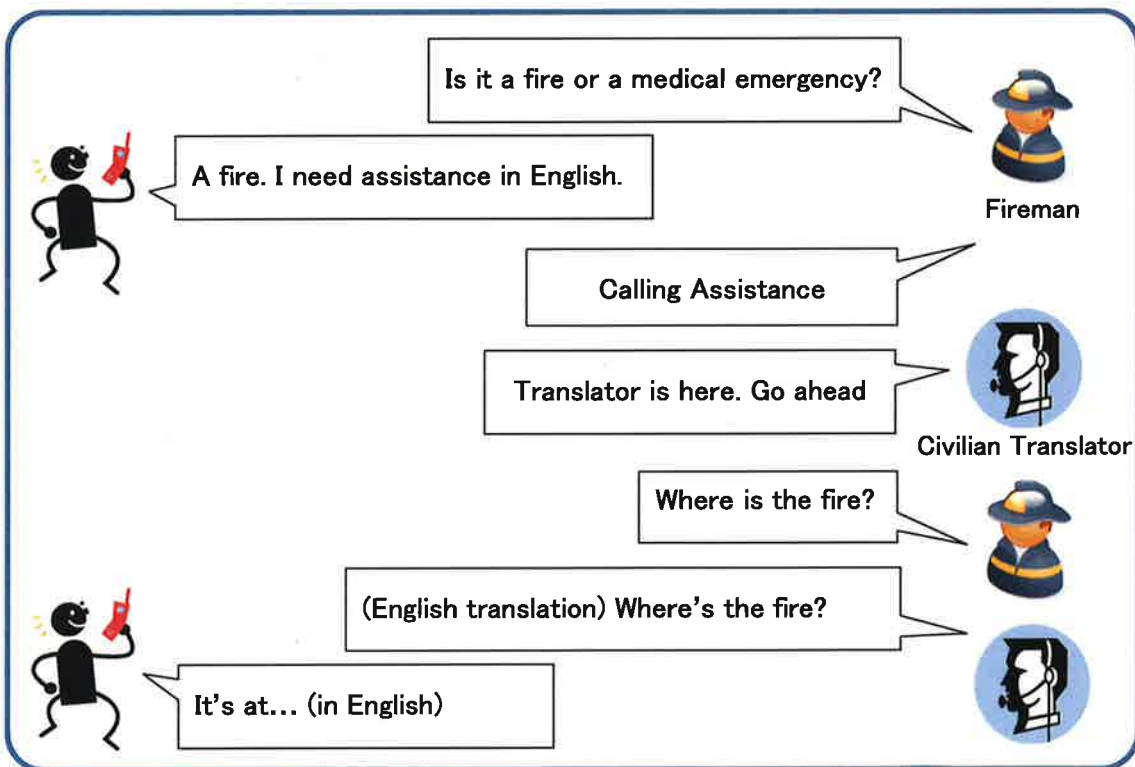
When calling 119:

- ① Tell them if it is a fire or other emergency
Fire: House or a sizable object on fire
Other Emergency: Illnesses or injuries that need immediate attention
- ② If you need language assistance let them know in what language
(Assistance is available in English, Chinese, Korean, Spanish and Portuguese)
- ③ Let them know your location

☆For injuries☆

Sometimes first aid needs to be performed before the paramedics arrive.
The operator will instruct you on what to do over the phone.

Example: Calling 119 for a fire



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