

Fire Survival Role Play 2011 – Scenario 3

Supervisor

You will play the caller (and Assessor if necessary) and will need to respond accordingly depending on the questions asked. You can use the prompts in **RED** in the script below as a guide. However, the role play may run in a different order depending on the call taker opening the RIF and following the guidance as laid out.

Read the scenario and desired outcomes prior to completing the role play.

Complete the recording sheet based on the call takers actions and return to OST. This is a validation of Fire Survival Training. This is used to ensure that staff are able to follow the FSG RIF and to identify any areas where further training may be necessary.

The Call Taker should open (and follow) the FSG RIF at the appropriate time. The call takers script is in black however they should not be given a copy of the script. This is just for the Supervisor to give an idea of the type of questions the call taker should be asking (in accordance with the FSG RIF)

The Call Taker will not say word for word the script below, this is just a guide. They may not ask all the questions in the FSG RIF. You will need to determine, based on the callers situation what questions should have been asked.

A mock floor plan of the property is provided showing a layout of the property to assist (if asked by the call taker for this information).

If you require assistance from OST Trainers when completing the Role Play please let us know beforehand.

Note: Call Takers are not expected to complete RT messages if other staff are available to assist. However, for the purpose of this exercise call takers are required to record the information gathered and/or confirm the actions they would carry out to the Supervisor/Assessor.

Enter training on the Training Spreadsheet once completed. Enter the date training was completed in the FSG attendance sheet.

**Ensure you and the call taker are logged onto the Training Server.
The call taker will need to validate and mobilise.
Supervisor will need to book resources status 3 at the appropriate
time as per the script.**

Scenario 3 – Fire in kitchen of house - Caller can escape onto flat roof and into garden.

The fire is in the kitchen. The caller is in an upstairs bedroom directly above kitchen. Lots of smoke on stairs and in hallway. Caller has access to a flat roof which leads out into the back garden.

Desired outcome – Caller escapes via flat roof into garden.

Caller

Report a Fire at the address below. (House of 2 floors when asked)

**16 PRIMROSE AVENUE
BAKER STREET
ENFIELD**

Call Taker Actions

Obtain address details
Mobilise
Advise caller LFB on way
Tell caller to leave the premise.

Caller

*State you cannot get out **front door** due to smoke on stairs. You are upstairs.*

Call Taker (Should now open FSG RIF) ascertain the following (and inform Sup of FS Call)

Confirm type of property and follow the required link (house) **House**.
Establish why caller cannot get out. *To much smoke on the stairs, can't get to **front door**.*
Ask if there is another escape route. *Can't get to back door as access is via kitchen.
(Access to flat roof from bedroom opposite – only mention if call taker suggests)*

If the call taker asks the relevant questions and identifies that the caller has access to a flat roof, the call taker should check that it is safe to get to the room where access can be made onto the flat roof and that the flat roof is safe to be on.

Caller - Confirm you are on the roof and that it is a short drop from 1st flr to ground level.

Call taker - Offer advice on how to drop from 1st flr level to ground level. I .e. hang from arms and drop – do NOT jump.

Caller - Confirm you are in the garden and are safe. End call.

If call taker does not identify flat roof continue with the script below

Call Taker – record information gathered/confirm actions with Sup.

Explain to caller you are going to stay on the phone with them until the FFs arrive.
(Swap names) Ascertain the following:

Where is the fire (unless already established) **Kitchen**

Where is the caller within the property (may of already established) **In the bedroom directly above the kitchen.**

Which floor are you on. **1st floor**

How many rooms are in the house. **9 rooms**

Are you in the front/back of house. **Back**

Is anyone else in the flat/what room are they in. **Alone**

Call Taker – Protect caller

Is there a room where there is less smoke that you can get to. **The bedroom above the living room is furthest from the smoke. However, the caller has access to a flat roof from the 2nd bedroom at the back of the house – only offer this information when asked. If the call taker suggests the flat roof, follow the script above in blue. If not, continue with script below.**

Shut the door to room you are in. **Confirm you have done this**

Block gaps around the door / air vents etc. **Confirm you have done this.**

Open window if no smoke coming in. **Confirm you have done this**

Get low to the floor . **Confirm you have done this.**

Call Taker – Assist with rescue

Hang marker out of window. **Confirm you have hung a jumper out the window.**

Grab the attention of passers by. **Confirm you have done this.**

Call Taker – Re-assure the caller / Assess

The FFs are on the way to you – they know where you are.

Are you ok? **yes**

What is the smoke like now. **Heavy smoke on the stairs and in the hallway. Strong burning smell and intense heat.**

Caller / Assessor

Show appliances status 3

Call Taker

Identify appliances are status 3
Inform Caller FFs are there

Caller

Confirm FFs are with you now

Call Taker

End the call

Supervisor – now complete the attached recording sheet by ticking either yes or no to the questions. Any questions that you believe were not appropriate for the scenario please leave blank.

Recording sheet – Scenario 3

CRO Name / Date

Tick the areas where the CRO obtained/identified the following details.

ACTION	Y	N
Advised caller to leave the premises.		
Identified caller unable to leave premises – Opened FSG RIF		
Identified the correct link (House)		
Established why caller could not get out		
Queried another escape route		
Identified access to flat roof at this point *		
Identified where the caller was in the house		
Identified what floor the caller was on		
Identified room back/front of property		
Asked if caller could get to another room further from the fire		
Identified access to flat roof at this stage *		
Advised caller to close doors where possible		
Offered advice to protect caller i.e. Blocked door edges, open window, get low to ground etc.		
Hang marker out of window/get attention		
Kept conversation flowing		
Recorded information gathered/confirmed the required actions		

Did CRO Assess and Re-Assess the situation throughout the call where appropriate?

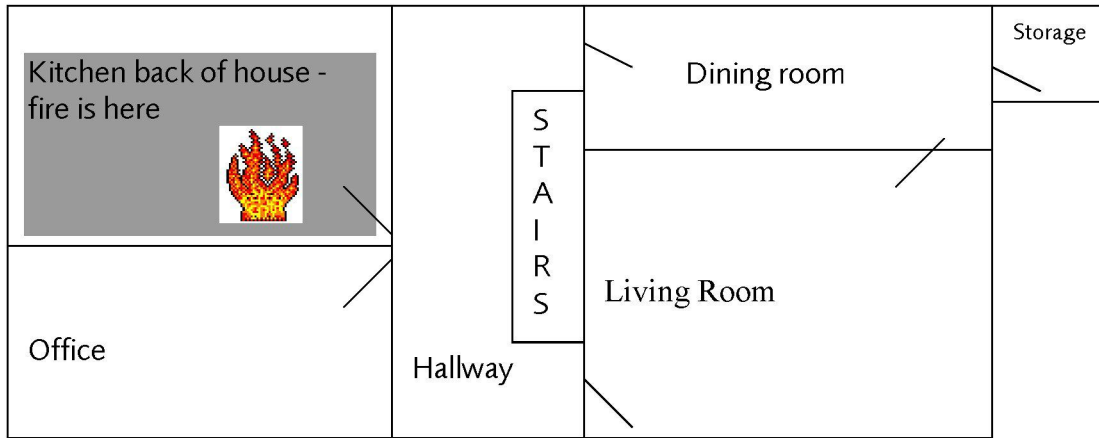
Did CRO calm and reassure the caller where necessary?

Any other comments

Please return to OST trainers – Add Call Taker details to Training Spreadsheet.

Fire In kitchen ground floor of 9 roomed house. Caller is in upstairs bedroom directly above kitchen at back of house. Caller can get out via flat roof from bedroom opposite.

GROUND FLOOR PLAN



FIRST FLOOR PLAN

