

Fire Survival Role Play 2011 – Scenario 1

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 1 – Fire is in callers flat. Caller is unable to escape

The fire is in the 4th floor flat of a four storey building. The caller cannot get out. There is no other escape route.

Desired Outcome – Call Taker assessed and re-assessed the situation throughout the call. The call taker protected the caller and a rescue was made.

Caller

Report a fire in your living room at the following address (4th floor 4 storey block of flats when asked)

**FIRE IN LIVING ROOM
FLAT 63
ALEXANDER HOUSE
PEPPER STREET
E14**

CRO actions

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

Caller - State you are unable to get out

CRO (should now open FSG RIF) ascertain the following (alert Sup to FS call)

Confirm the type of property and follow the required link. (purpose built flat – caller inside) 4th floor flat

Establish why the caller cannot get out – **Too much smoke**
Ask if there is another escape route – **No other way out**

CRO – Record information to be passed to crews/confirm your actions with Sup/Assessor.

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 – **Living room**

Where is the caller within the property (where is this in relation to the fire) –

Bedroom, next door to living room

Which floor is the flat on (if not already established) 4th floor (1 level if asked)

How many rooms are in the flat? 5 roomed flat (if asked)

Is the caller at front/back of premise - back

Is anyone else in the flat / what room are they in - alone

Try to get an idea of the layout of the property (see map attached)

Flat is on one level (i.e. not maisonette) 4th floor end flat. Living room is on the right at the back of property. Bedroom that caller is in is next to the living room on the left at the back of property. Toilet/bathroom and kitchen are on the right when you enter front door. There is a further bedroom at the front of the flat to the left of the front door opposite the bedroom the caller is in.

CRO – Assess the situation

Is there smoke in the room / what is the smoke like in the room etc.

Lots of smoke coming from living room into hallway and under bedroom door.

CRO – Protect the caller

Is there another room further away from the fire that you can get to or get to a balcony etc. Other bedroom at front of property is further away from fire.

Can you close all doors between you and the fire – confirm you are now in other bedroom at front of house and have closed the door.

CRO (Caller is now in bedroom furthest away from fire and smoke at front of property). Record this new information and pass to crews/confirm the actions you would carryout with the Sup/Assessor

Shut the door to the bedroom – confirm you have done this

Block the edges of the door (material, bedding etc.) – confirm you have done this

Open window - is there any smoke coming in the window – no smoke coming in window but smoke still in the room

CRO– Assist with the rescue

Advise caller to hang 'marker' out of the window and/or make noise to passers by.

Confirm you have hung a pillow case out the window

Advise caller to get low to the floor. Confirm you have done this

CRO – Assess and reassure

Reassure caller LFB on way – FFs know where they are in flat etc.

What's the smoke like now? Is it coming in/going out the window Smoke is beginning to disappear a bit

CRO

Keep the conversation flowing until LFB arrive.
Re-assess and re-assure the caller

Caller / Assessor

Show appliance status 3.

CRO

Identify appliances are status 3
Advise caller LFB are in attendance

Caller

- Confirm FFs are in the room and you are being rescued.

CRO

- 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 1

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 (purpose built flat – caller inside)		
Established why caller could not get out		
Queried another escape route		
Identified where in the flat the fire was		
Identified where in the flat the caller was		
Identified where the caller was in relation to the fire		
Identified room at back/front of property		
Identified that caller was alone in the flat		
Tried to get an idea of the layout of the flat		
Asked if caller could get to another room further from the fire		
Advised caller to close doors where possible		
Shut door		
Block edges		
Open window		
Hang marker out of window/get attention		
Get low to the ground (if necessary)		
Kept conversation flowing		
Recorded information gathered/confirmed the required actions		

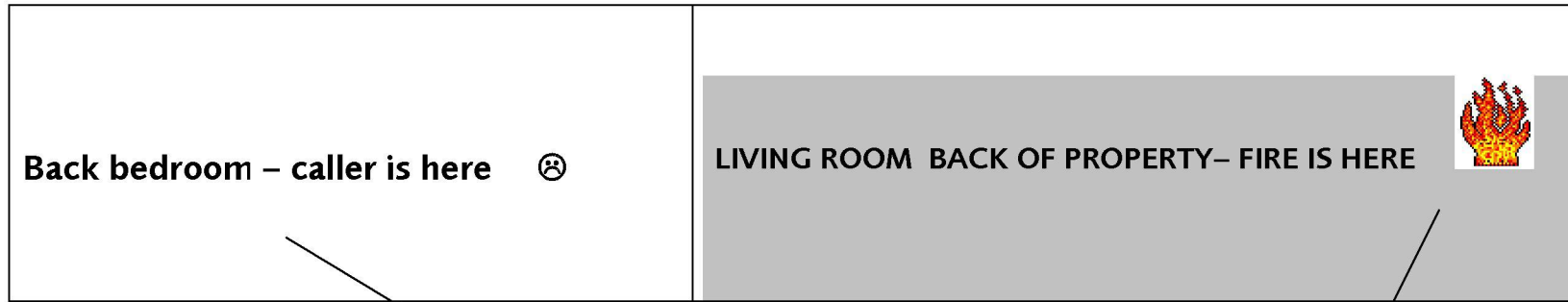
Did CRO Assess and Re-Assess the situation throughout the call where appropriate?

Did CRO calm and reassure the caller where necessary?

Any other comments

[Please return to OST Trainers - Add CRO details to training spreadsheet](#)

LAYOUT OF 5 ROOMED FLAT ON 4TH FLOOR OF 4 STOREY BUILDING



HALLWAY

