

Fire Survival Role Play 2011 – Scenario 2

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 information gathered and/or confirm the actions they would carryout to the Supervisor/Assessor.

Training should be entered in the Training Spreadsheet once complete. 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 2 – Fire in property next door. Callers flat is being affected by smoke

The fire is in flat 10. The caller is next door in flat 9 on the 2nd floor of a 2 storey block of flats. The caller cannot get out due to smoke entering the flat and logging in the corridor outside the front door. Doesn't know what is on fire. Has access to a balcony.

Desired Outcome – Call Taker gets caller on to balcony where rescue is made. Call taker assesses and protects caller throughout call.

Caller

Report a fire in your neighbours flat. **State your flat is filling with smoke (2nd floor of 2 storey block of flats when asked).**

FIRE

10 BELLAMY COURT (caller at number 9 on 2nd floor next door to fire at number 10)
CAPEL ROAD
BARWICK ROAD
E7

Call Taker Actions

Obtain address details
Mobilise
Advise caller LFB on way
Noted callers comments that property is being affected by smoke.
Advise caller to leave the premises

Caller

State you cannot get out due to smoke logging in corridor and stairwell outside your flat. Thick Smoke is coming under your front door.

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 (purpose built flat – fire not inside) **flat**

Are you being affected by heat/smoke (if not already established) **YES**

Establish why caller cannot get out. **Too much smoke coming under the front door. Smoke is building up in corridor and stairwell outside property.**

Ask if there is another escape route. **No other escape route. (caller has access to balcony. Do not suggest this unless asked if there is a balcony.)**

Call Taker should at this stage alert crews to FSG in progress and any information gathered at this stages.

If Call Taker identifies balcony continue with the following:

Call Taker should:

Provide advice to protect i.e. shut door, block edges.

Advise caller to get onto balcony.

Identify balcony is at back of property.

Keep the conversation flowing until a rescue is made.

Assess situation

Identify another person with caller

Caller - Book resources status 3

Call Taker should identify that FFs are on scene

Caller - Confirm FFs are with you and end call.

If call taker does NOT identify balcony, continue with script below.

Call Taker

Explain to caller you are going to stay on the phone with them until the FFs arrive. (Swap names) Ascertain the following: **(Record information gathered/confirm required actions at this stage)**

Where is the fire (unless already established) **Flat 10, next door**

Where is the caller within the property (may of already established) **In the living room in the flat next door to the fire (flat 9)**

Which floor is the flat on (if not already established) **2nd floor**

How many rooms are in the flat. **4 rooms**

Are you in the front/back of flat. **Back of property.**

Is anyone else in the flat/what room are they in. **Friend, also in living room.**

Try to get an idea of the layout of the property

Kitchen on right and bathroom/toilet on left from front door at front of property.
Living room and bedroom opposite front door at back of property.

Call Taker – Assess the situation

Is there smoke in the room / what is the smoke like etc. **The flat is filling with thick smoke.**

Call Taker – Protect caller

Is there a room where there is less smoke that you can get to. **No. Room caller is in is furthest from front door where smoke is coming in.**

If at this stage the call taker asks about balcony access, confirm there is a balcony and follow the script in blue above (record info/confirm actions).

If call taker does not identify balcony, continue with script below.

Shut the door to room you are in
Block gaps around the door / air vents etc.
(may suggest blocking the front door if safe to do so)
Open window if no smoke coming in.
Get low to the floor

Caller

Confirm you have done what the call taker has asked

Call Taker – Assist with rescue

Hang marker out of window. **Confirm you have done this.**
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? Is your friend ok? **Yes**
What is the smoke like now. **No more smoke coming under doors, smoke going out window.**

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 2

CRO Name / Date

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

| ACTION | Y | N |
|-----------------------------------------------------------------------------------------------|---|---|
| Identified Fire in flat next door | | |
| Identified smoke affecting callers flat | | |
| Advised caller to leave the premises. | | |
| Identified caller unable to leave premises – Opened FSG RIF | | |
| Identified the correct link (Purpose built flat – fire not inside) | | |
| Established why caller could not get out | | |
| Queried another escape route | | |
| Identified access to balcony at this point * | | |
| Identified where the caller was in their own flat | | |
| Identified back/front of property | | |
| Identified that another person was with caller | | |
| Tried to get an idea of the layout of the flat | | |
| Asked if caller could get to another room further from the fire | | |
| Identified access to balcony 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 | | |

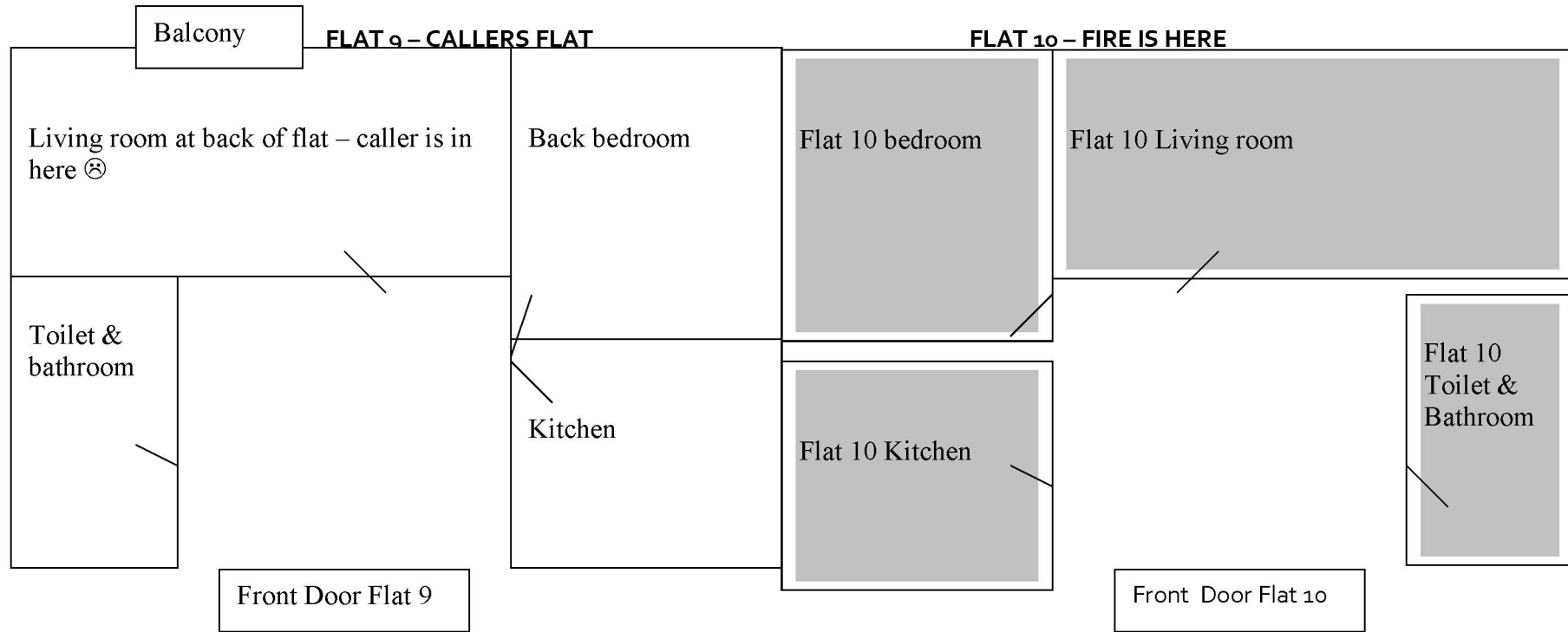
Did CRO Assess and Re-Assess the situation throughout the call where appropriate?

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 FLAT 10 – CALLER IN FLAT 9 (4 ROOMED FLAT) BEING AFFECTED BY SMOKE. BUILDING OF 2 FLRS, CALLER ON 2ND FLR NEXT DOOR TO FIRE. CALLER HAS ACCESS TO BALCONY.



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