

Fire and Emergency Response Training Program

Student User Guide

Purpose of this guide

This guideline provides instructions on how to access to fire and emergency response online training for all students entering Townsville HHS for the purpose of completing training requirements.

What is the Fire and Emergency Response Training Program?

The Fire and Emergency Response Training Program contains important information for Townsville Hospital and Health Service (Townsville HHS) employees about fire safety, emergency management and other safety arrangements within the building/s where they work.

The program is a one-point-reference for the location of your building's fire safety devices; the procedure for evacuating your building safely; contact details for all positions within your Emergency Control Organisation (ECO), as well as interactive floor plans of your site.

The training package will deliver tailored facility emergency response procedure training inclusive of:

- General Evacuation and First Response Instruction.
- Facility Emergency Control organisation and duties.
- Facility Evacuation Plans and scenario-based training



Who should complete training?

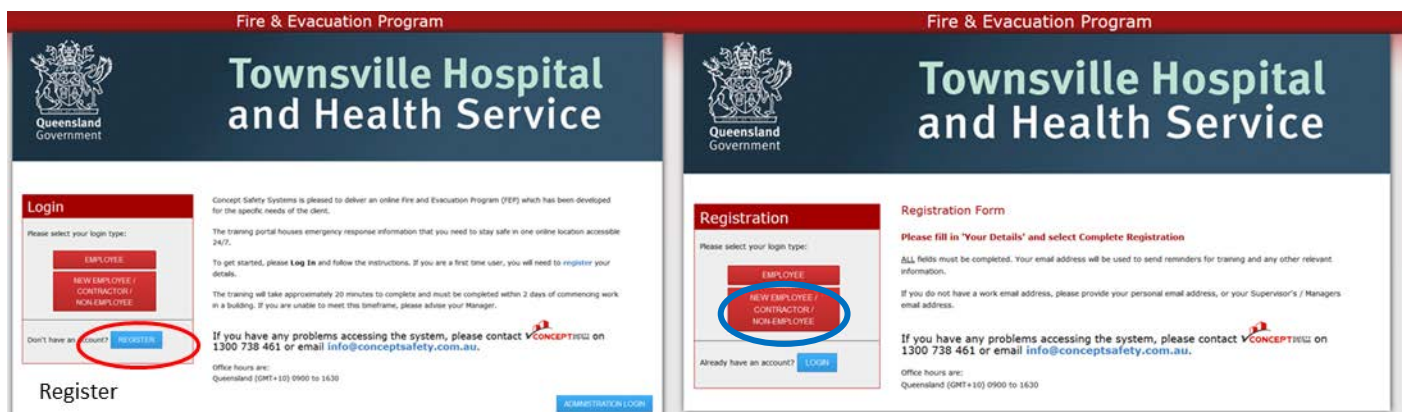
To meet legislative requirements of the Building Fire Safety Regulation 2008 and Queensland Health mandatory training requirements, all students regardless of discipline undertaking placements within a Townsville HHS facility must complete fire and emergency response training initially on commencement at the workplace and annually thereafter.

Managers for each student stream are responsible for ensuring their students meet these mandatory requirements. Failure to do so places the organisation and people at risk.

How to access the training program

QHealth Computer access

- The program is best viewed in Mozilla Firefox 
- To access the online FEP please go to <http://qhps.health.qld.gov.au/tville/emergency-prep-fire-safety/index.htm>, 
- Click on the Fire and Emergency Response Training program link.
- Within the home screen of the FEP register your details using the New Employee/ Contractor / Non Employee button (Figure 1).



The image displays two screenshots of the Townsville Hospital and Health Service Fire & Evacuation Program website. The left screenshot shows the 'Login' page with a red circle around the 'REGISTER' button. The right screenshot shows the 'Registration' page with a red circle around the 'NEW EMPLOYEE / CONTRACTOR / NON-EMPLOYEE' button.

External computer access

- To access the system please go to <https://thhs.conceptssafety.com.au>
- Upon entering the site students will be presented with a challenge screen (Figure 2)
- Please enter your valid student email address (@health.qld.gov.au) in the area provided (Figure 3)
- Students are sent as pass code token to their specified email account, Students should select this link to enter the FEP site.

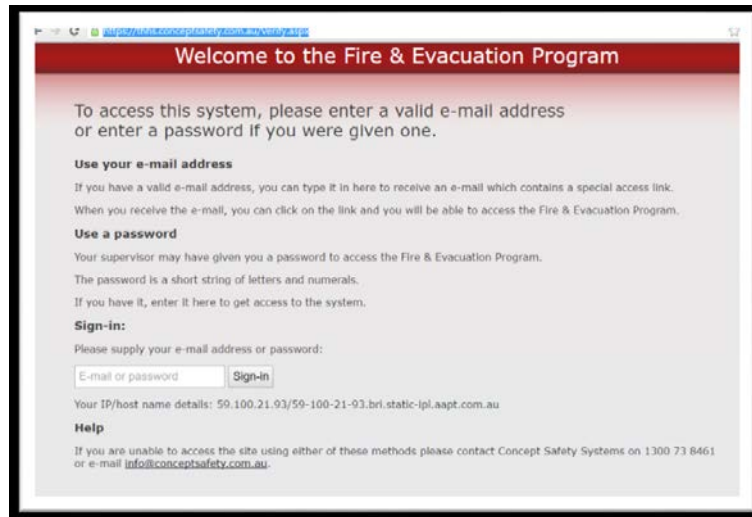


Figure 2 – Challenge screen



Figure 3 – Enter valid @health.qld.gov.au email

Step 1 – Registration Details (Figure 4)

- Please ensure that you register using your details as registered with your education institution
- Upon completion of registration you will be prompted to nominate your place of employment
- On future logins, only your Surname, email address and year of birth be required



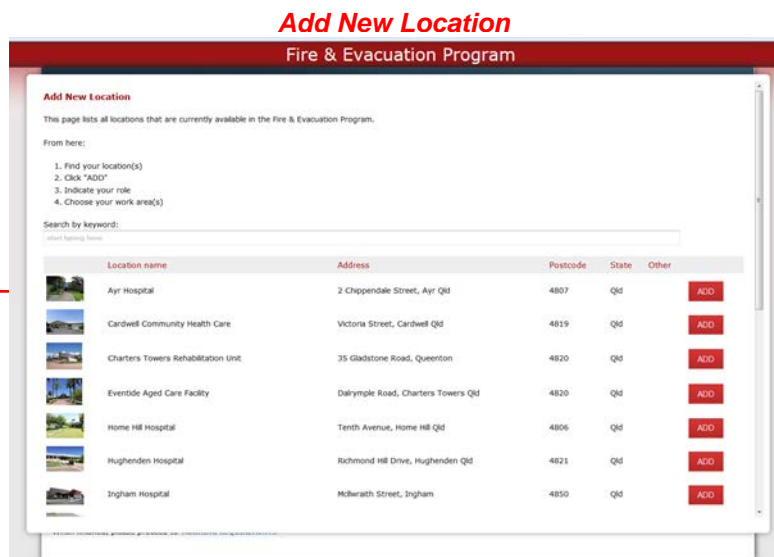
Figure 4 – Registration

Step 2 - Nominate location of employment (Figure 5)

Within the training program you are required to nominate your location of placement within the Townsville HHS; multiple locations may be selected. Please refer to the hospital Student Placement Coordinator or Fire Safety Coordinator for assistance if required.

Step 2a –

- Within the location screen, nominate your facility. All Townsville HHS facilities are listed here. For each facility location selected, users will need to complete a specific training course



List of all locations within Townsville HHS

Add each location you work in. A secondary menu will pop up, to add specific locations within the nominated facility - Figure 6.

Figure 5 – New Location

Step 2b -

- Please nominate your specific location within the campus / facility. (e.g. within TTH, you may select Bauhinia House, or ground floor ward block; Figure 6). Multiple locations may be chosen.
- Please also select your role within this building, as a Occupant (fire and emergency response training only),

Remove location if you no longer will work at this location. This will remove this from your training record

Select your role within the building. For Emergency Officers or Emergency coordinators, please select ECO member.

Add Location

Add work areas. This will change the interactive maps you see within the training

Ensure you save changes you have made

Figure 6 – Nominate role and specific location

Step 3 – Undertake your training requirements

Once you have nominated your work locations, click on training requirements tab and click start on your nominated building training (Figure 7)

Training requirements tab

Location	Address	Status	Due	Actions
Townsville Hospital	100 Angus Smith Drive, Douglas Qld	Not Yet Completed	Due now	START

Start training

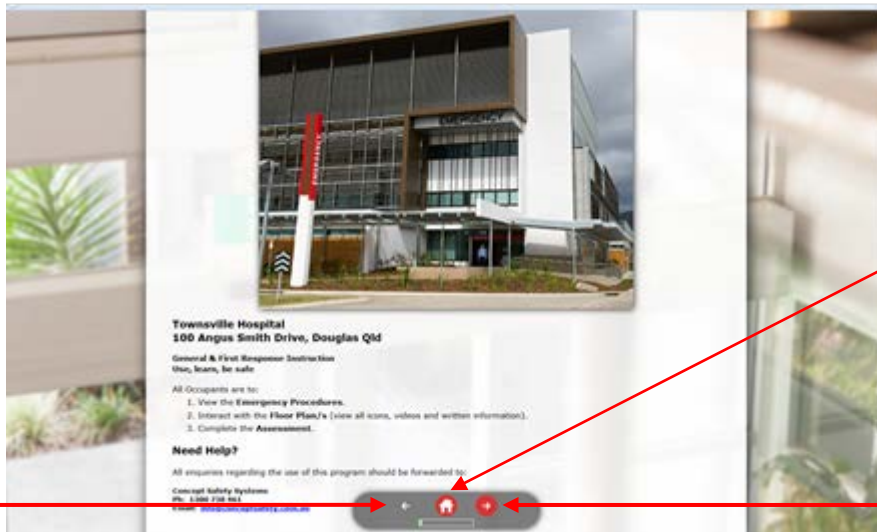
Figure 7 – Start training

Training is made available as a slideshow presentation (Figure 8-10)

You are required to:

- View the **Emergency Procedures**
- Interact with the **Floor Plan/s** (view all icons, videos and written information)
- Complete the **review questions**.

Slideshow



Home button

- Return to start slide
- Or
- Return to program home page

Previous slide

Next slide

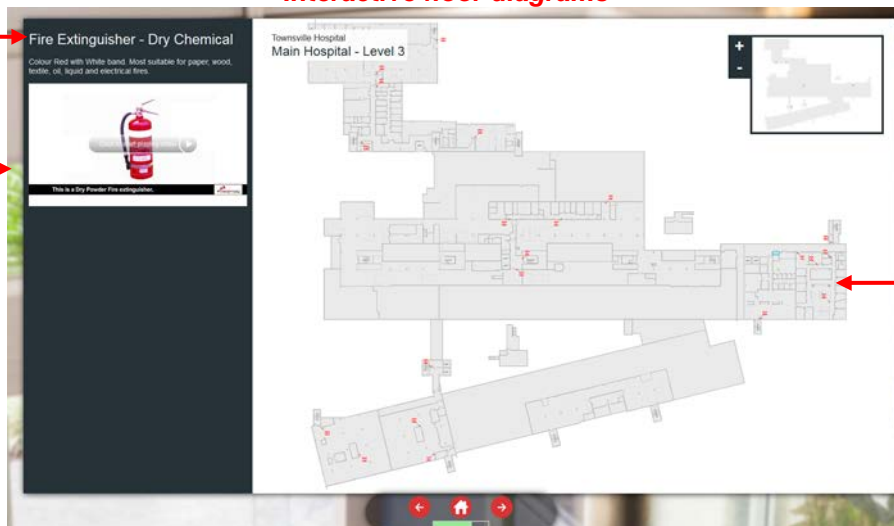
Figure 8 – Start slideshow

Emergency procedures



Figure 9 – Slideshow content

Interactive floor diagrams



Description of equipment or process

Video content shown here

Interactive floor diagrams.

- Click to reveal evacuation routes
- Zoom in and out

Figure 10 – Interactive floor diagrams

Step 4 – Review & Completion

- Upon completion of all slides, you are required to accept acknowledgement statements (figure 11), and proceed to the review questions

Acknowledgment of training

Review Questions

To successfully complete this assessment you should note the following:

- All 10 questions must be answered.
- Select the corresponding radio button/check boxes next to your answer.
- Click "Submit" once you have answered all of the questions.

Upon completion:

Once you have completed the assessment your results will be available immediately and will be retained as a record of you having undertaken the mandatory training.

Register your details - denotes a mandatory field

Employee / Contractor # []

First Name []

Surname []

Email []

I confirm that I have viewed and understood:

- the location of the fire safety reference points for the building.
- the procedures for evacuating the building.
- the instruction for raising an alarm / using manually operated fire alarms.
- instruction in the use of fire fighting equipment in the building.

Please read and tick to acknowledge statements prior to proceeding to questions

Figure 11 –Acknowledge training

- Please answer all 10 review questions. There is no pass mark.

Review Questions

Assessment Questions

Questions 1 to 10. All questions must be answered.

- Evacuation Signs are wall mounted diagrams and procedures designed to assist people in evacuating from a building and to locate fire fighting equipment.
 - True
 - False
- A Dry Powder Fire Extinguisher contains carbon dioxide which extinguishes a fire
 - True
 - False
- When dialing 000 your call will go directly to:
 - Queensland Police Service
 - Fire and Emergency Services
 - A Telstra Operator
 - Your Emergency Coordinator
- What is the most effective method for alerting the Fire Service in the event of a fire.
 - Tell a warden
 - iPhone 911
 - iPhone 000
 - Do nothing, the automatic fire alarm will alert the Fire Service
- The acronym RACE will assist you in a fire situation. Which statement is correct;
 - R - Remove personal items from immediate danger.
 - A - Alert nearby staff and members of the public; and call 000
 - C - Control fire and smoke out of the building by opening all doors and windows
 - E - Evacuate immediately.
- Fire Extinguishers must be turned upside down to help force out the contents.
 - True
 - False
- Before you can activate a Fire Extinguisher you must first pull the pin from the trigger mechanism. Twisting the pin will help break the seal that holds the pin in place.
 - True
 - False
- Which statement is correct?
 - Hose reels are safe to use on equipment connected to an electrical supply
 - You should direct the water coming from the hose reel nozzle at the base of the fire.
- In the event of a fire you should NOT close doors to confine the smoke or a fire. It will make it harder for fire fighters to search the building.
 - True
 - False
- In the event of a fire situation, you should follow up with a 000 phone call even if the building has a fire detection system.
 - True
 - False

Click next slide when all questions complete

Figure 12 – Review Questions

Users may print their results for future reference

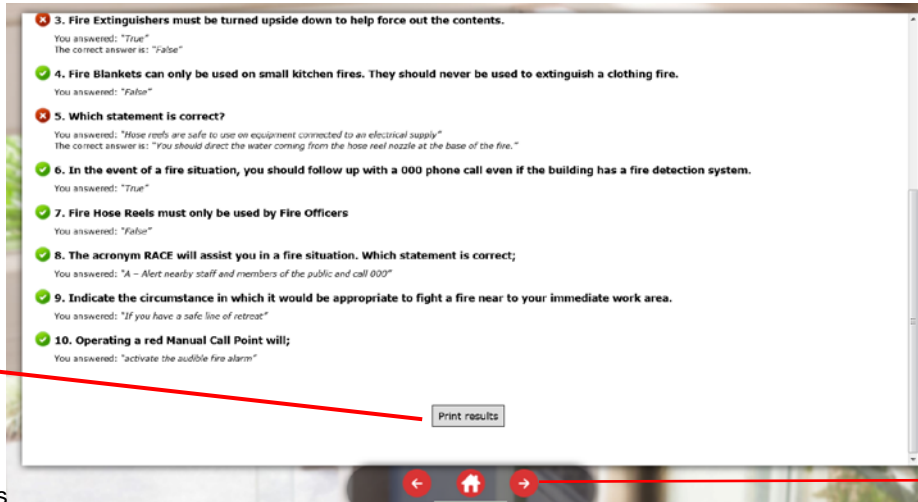


Figure 13 – Results

Click next slide to return to main menu and print certificate

You have now completed your training. You will see that your training requirement has been completed and a next due date will be displayed.

If you require a certificate for your supervisor or your own records, this can be printed here (figure 14).

Figure 14 – Completion certificate



Print certificate here

Reviewing training

If you would like to review content of the program, you are able to re-enter the site using the details provided upon registration and then within training requirements you can review completed training

Step 1 – Login

Login to the program using previously registered details

- First name
- Surname
- Year of birth

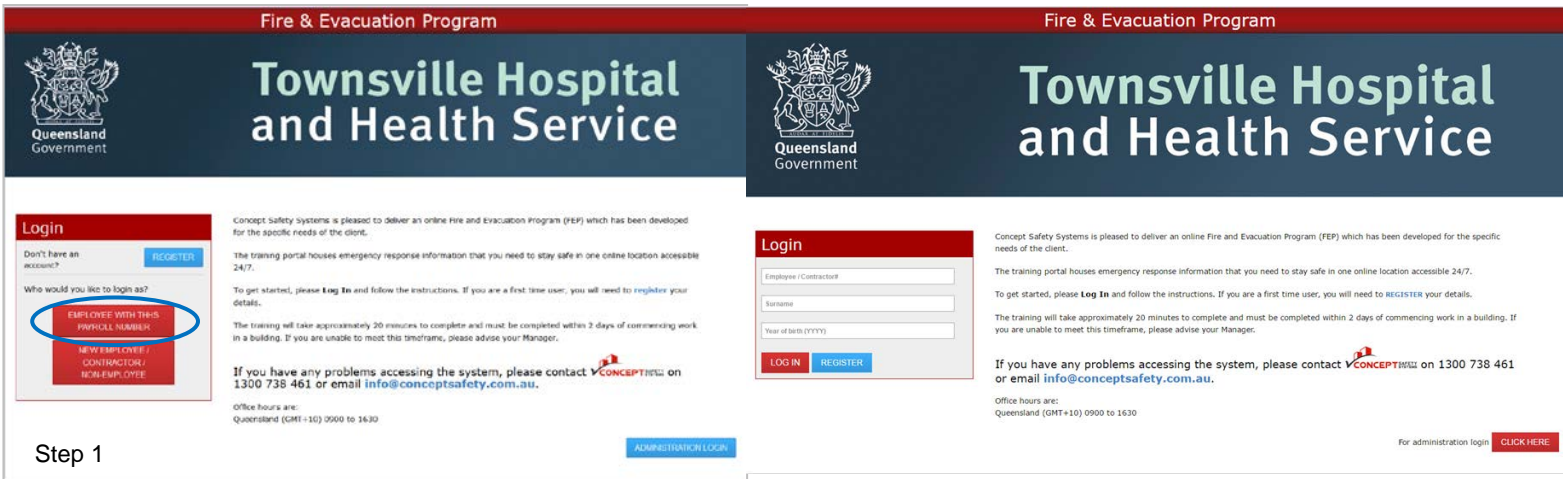


Figure 15 – Login screen

Step 2 – Review training requirements

- Enter the training requirements tab
- Click on Review for locations you wish to review content

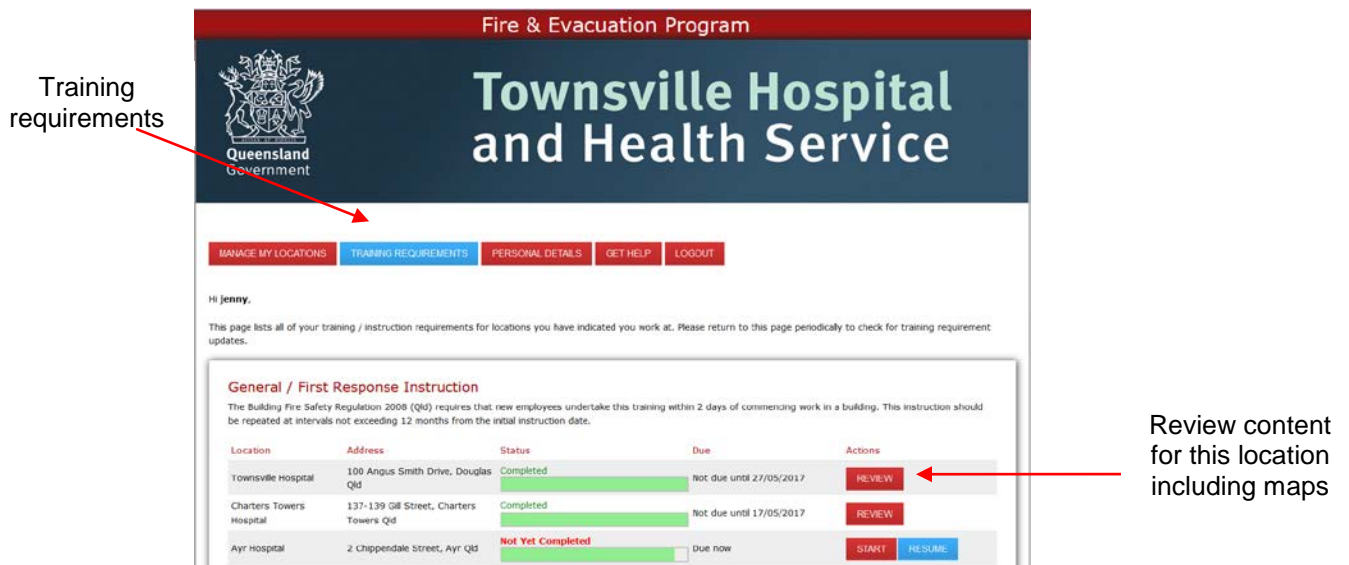


Figure 16- Review training

Updating workplace locations

Within Townsville HHS, it may be necessary for students to move locations. All students are required to update their training records for their new locations. For this to occur students will need to login to the training system and update their location details.

Step 1 – Login to program

Step 2 – Manage my Locations (Figure 17)

- A. To update maps within a facility already nominated click on the update button
- B. To add a new location – click add new location

Manage my locations tab

LOCATION NAME	Address	Postcode	Role
Townsville Hospital	100 Angus Smith Drive, Douglas Qld	4814	ECCO member
Charters Towers Hospital	137-139 Gill Street, Charters Towers Qld	4820	ECCO member
Kirwan Adolescent Treatment Unit & Day Services (ADUS)	138 Thuringowa Drive, Kirwan Qld	4817	Occupants
Townsville Tropical Health Building	242 Walker Street, Townsville City Qld	4810	Occupants

To update maps within a building / campus

Add a new location

Figure 17- Manage my locations

Step 3 – Update locations (Figure 18)

- A. To update within a facility, you may
 1. Add maps as required,
 2. Remove location if you no longer work here

Update Location

Remove location if you no longer will work at this location. This will remove this from your training record

Add or remove work areas. This will change the interactive maps you see within the training

Ensure you save changes you have made

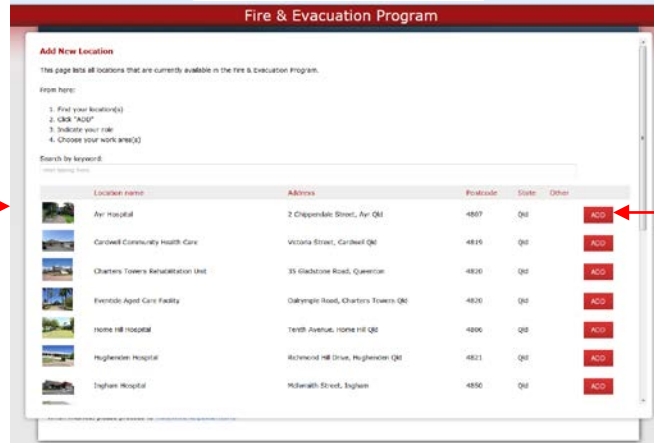
Figure 18 – Update Location

Step 3 continued

B. To add new facility,

1. Add facilities as required (Figure 19)
2. Select specific locations as required (same as for figure 16)

Add New Location



List of all locations within Townsville HHS

Add each location you work in
If there is more than 1 interactive map for this location a pop up menu will follow

Figure 19 – Add locations

Step 4 – Review Training

After you have updated your details please return to training requirements

- If you have only added a floor to your location please review your GEI / First response instruction, paying attention to the interactive floor plans
- If you have added a new location / building please start the new GEI / First response instruction.

Need further assistance?

Please contact your student placement coordinator

or

Townsville HHS Fire Safety Coordinator
Email - thhs-fire-safety@health.qld.gov.au
Ph - 4433 3195