



Metro***FIRE***
Fire Safety Systems Consulting and Training

Understanding the needs of the
healthcare industry

Metrofire is a market leader in the provision of emergency response training to the healthcare industry, offering a range of consulting services, emergency management solutions and fire safety training packages solely and exclusively for the healthcare sector.

We fully recognise and understand 'duty of care' and the obligations and accountability associated with the healthcare industry. We are a **Nationally Recognised Training Organisation** (RTO Number 22118) and work in conjunction with healthcare organisations of all sizes, across Australia, in both the public and private sectors. We provide tailored emergency training solutions to satisfy specific ACHS requirements and exceed nominated benchmarks.

Our healthcare expertise enables us to offer a total management approach encompassing all disciplines, providing solutions for all our clients' fire and life safety requirements. We offer a service that is unique, innovative and comprises a level of technical and practical experience of exceptional quality.

Fact: Metrofire is a market leader in the provision of emergency response training to the healthcare industry.



The difficult questions

Could your healthcare facility cope with an emergency?

Would your staff know exactly what to do in an emergency situation?

Is your emergency training adequate enough to comply with ACHS requirements and ensure accreditation?

Metrofire has a proven track record in emergency response training for the healthcare industry. Our presenters are skilled professionals who have extensive industry and emergency service experience, ensuring the highest level of knowledge and expertise is imparted on to course participants.

We work with our clients to develop comprehensive healthcare emergency response training programs that are solely and entirely client specific, in accordance with the annual mandatory training guidelines prescribed in ACHS guidelines and Australian Standard 4083, Planning for Emergencies – Health Care Facilities.

Fact: As per ACHS guidelines, all healthcare staff must participate in compulsory emergency response training annually.



Code system emergency response training is designed to equip healthcare employees with general knowledge on the initial response to an emergency. This training ensures all staff are aware of how to respond to emergencies in a healthcare environment, their particular duties and responsibilities, all in line with your hospital specific emergency procedures ensuring a comprehensive, effective and tailored approach to emergency training.

Fire / Smoke	Code Red
Medical Emergency	Code Blue
Bomb Threat	Code Purple
Internal Emergency	Code Yellow
Personal Threat	Code Black
External Emergency	Code Brown
Evacuation	Code Orange

Metrofire is able to offer interactive and scenario based Code System training programs targeted and specifically designed to suit your healthcare facility and emergency response training requirements, focusing on the specific issues associated with your healthcare facility.

In the event of an emergency occurring, it is crucial that Area Wardens are trained to confidently and responsibly assume control of their respective departments and direct other staff as required – both efficiently and effectively. Area Wardens therefore require a higher and more specialised level of training.

Area Warden training is designed to ensure that these key personnel possess the skills to assume a leadership role in their respective departments in the event of an emergency occurring. This is achieved through comprehensive, interactive and scenario based training programs ensuring Area Wardens are aware of how to effectively assume control of an emergency in a healthcare environment and their particular role and responsibilities, in line with your hospital specific emergency procedures.



In the event of an emergency occurring, it is crucial that Emergency Coordinators are trained to confidently and responsibly assume control of the overall incident and direct other staff as required – both effectively and efficiently. Emergency Coordinators therefore require an even higher and more specialised level of training.

Metrofire's Emergency Coordinator training program is up to date and interactive. Our training incorporates emergency scenarios in which all participants are actively involved in their discussion and solution, encouraging more active participation and adult centred learning.

The training is designed to provide Emergency Coordinators with the skills to assume overall control of an emergency in a healthcare environment. It also provides the participants with guidelines in responding to a variety of emergencies and their particular duties and responsibilities. This ensures Emergency Coordinators receive effective and comprehensive training when tasked with assuming control of an emergency within a hospital environment.

Fact: All our training is developed in accordance with ACHS requirements, Australian Standard 4083 and our clients hospital specific emergency procedures.

Numerous studies conducted in Australia and overseas have highlighted that healthcare workers are at increasing risk of experiencing or being confronted by aggressive behaviour in the workplace. These incidents have become increasingly costly to healthcare facilities in terms of the impact upon the physical and emotional well being of staff in addition to lost time and associated costs.

Personal threat and aggression management training is designed to provide staff with the necessary skills to manage an aggressive incident within a healthcare environment. The training also ensures employees are aware of how to respond to an aggressive incident and their particular duties and responsibilities when confronted with a personal threat.

Metrofire is able to offer comprehensive personal threat and aggressive management training programs targeted and specifically designed to suit your healthcare facility, focusing on the specific issues associated with your hospital.



A fire must be attacked and contained quickly to reduce resulting damage and disruption to healthcare services. Once started, a fire can be difficult to contain without the appropriate equipment and fire and safety training.

With a dedicated team of fire training professionals who have extensive industry and emergency service experience, Metrofire is able to tailor practical fire training packages to suit your healthcare facility and ensure the highest level of knowledge and expertise is imparted on to course participants.

In an emergency, having suitable planning and emergency response procedures in place is of primary concern. However, without the appropriate training in Emergency Warning and Intercommunication Systems (EWIS), the capability of key staff to effectively counter such emergencies can be severely limited.

To confidently and successfully respond to emergencies, key personnel require specific training in the installed fire and life safety systems to competently fulfil their responsibilities in effectively controlling incidents where evacuation of the premises may become necessary.

Metrofire is able to offer comprehensive operator training programs targeted and specifically designed to suit your healthcare facility and emergency warning system requirements, focusing on the fire and life safety systems installed in your hospital.

In the event of an emergency, it is of primary importance that the patients, staff and visitors of a healthcare facility are evacuated safely and efficiently.

The emergency response and evacuation exercise is designed to evaluate staff response in the event of an emergency occurring. This exercise also ensures all employees are aware of their particular duties and responsibilities during an evacuation – ensuring key skills in dealing with an evacuation of the facility are developed and maintained by participants.



An Australian first, Metrofire's exclusive OnAlert® online learning system enables the flexible and cost effective delivery of cutting edge, highly interactive and comprehensive emergency response training – specifically designed for the healthcare industry.

OnAlert® is a complete solution for the delivery of healthcare emergency response training. It was designed in accordance with ACHS requirements and Australian Standard 4083, Planning for Emergencies – Health Care Facilities. The learning is highly configurable and designed to facilitate targeted and specifically designed learning to suit each individual healthcare facility and is capable of reducing overall training costs by up to 80%.

Being the only emergency response training company in Australia to provide targeted and specific emergency response training exclusively for the healthcare industry, Metrofire is able to provide programs that satisfy specific ACHS requirements and exceed nominated benchmarks.

Through offering the flexibility to deliver quality consulting and training packages our tailored, unique and timely approach guarantees your return on investment and the effective management of emergency and contingency plans which – most importantly – ensures the continued safety and welfare of patients, employees and visitors to your healthcare facility.

With so much at stake, work with a company that offers professionalism, expertise and credibility in healthcare emergency response training.

Metrofire Pty Ltd – *Your Partners in Fire and Life Safety*

Fact: We work in conjunction with healthcare organisations of all sizes, Australia wide, across both the public and private sectors.

For further enquiries, please visit our website at www.metrofire.com.au or contact us via the details provided below.

