

Think Safe Inc. has developed the First Voice training portal, which allows for online or blended (online followed by instructor skills review) certified training and curriculum. In addition, the portal allows you to SUPPLEMENT any certified training with easy-to-use refresher training. ([www.firstvoicetraining.com](http://www.firstvoicetraining.com))

Any student that enters our portal can use it for unlimited refresher training - **NO EXPIRATION**. Unlimited future access.

This offers 24/7/365 flexibility and allows improved frequency on CPR/AED/First Aid skills practice.

The courses incorporate course text with video, audio and hands-on skills for an interactive learning experience.

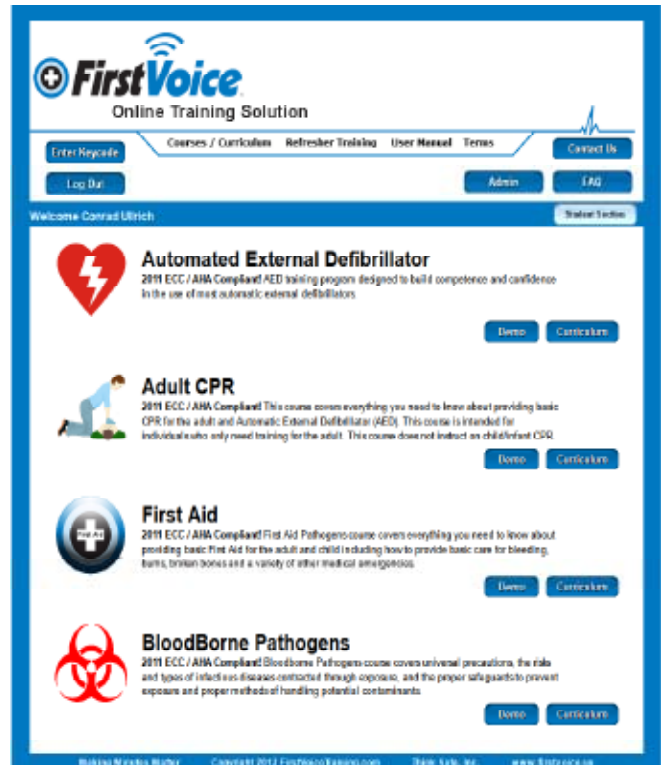
The courses automatically bookmark.

Courses are compliant with current ECC/American Heart/ILCOR guidelines.

Courses can be customized upon request!

The e-learning portal is proprietary and integrates with a sophisticated digital Learning Management System (LMS).

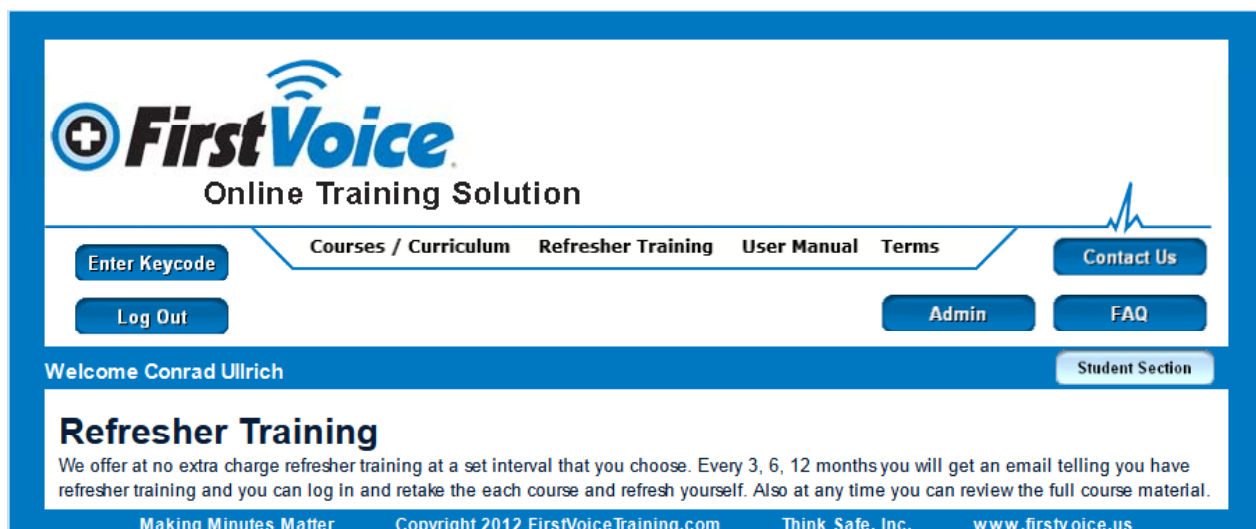
The LMS behind the portal generates automatic reports. Reports and any non-compliance (expirations) are communicated by automated email notifications. Reports can be customized to your needs.



The screenshot shows the user interface of the FirstVoice Online Training Solution. At the top, there is a navigation bar with links for 'Enter Keycode', 'Log Out', 'Courses / Curriculum', 'Refresher Training', 'User Manual', 'Terms', 'Admin', 'FAQ', and 'Contact Us'. Below this, a welcome message reads 'Welcome Conrad Ullrich' with a 'Student Section' button. The main content area features four course cards, each with an icon and a 'Demo' button:
 

- Automated External Defibrillator**: 2011 ECC / AHA Compliant AED training program designed to build competence and confidence in the use of most automatic external defibrillators.
- Adult CPR**: 2011 ECC / AHA Compliant This course covers everything you need to know about providing basic CPR for the adult and Automatic External Defibrillator (AED). This course is intended for individuals who only need training for the adult. This course does not instruct on child/infant CPG.
- First Aid**: 2011 ECC / AHA Compliant First Aid Pathogens course covers everything you need to know about providing basic First Aid for the adult and child including how to provide basic care for bleeding, burns, broken bones and a variety of other medical emergencies.
- BloodBorne Pathogens**: 2011 ECC / AHA Compliant Bloodborne Pathogens course covers universal precautions, the signs and types of infectious diseases transmitted through exposure, and the proper safeguards to prevent exposure and proper methods of handling potential contaminants.

 The footer contains the text: 'Making Minutes Matter Copyright 2012 FirstVoiceTraining.com Think Safe, Inc. www.firstvoice.us'.



This screenshot shows the 'Refresher Training' section of the FirstVoice Online Training Solution. It features the same navigation bar as the previous screenshot. Below the navigation, a welcome message reads 'Welcome Conrad Ullrich' with a 'Student Section' button. The main heading is 'Refresher Training'. The text below reads: 'We offer at no extra charge refresher training at a set interval that you choose. Every 3, 6, 12 months you will get an email telling you have refresher training and you can log in and retake the each course and refresh yourself. Also at any time you can review the full course material.' The footer contains the text: 'Making Minutes Matter Copyright 2012 FirstVoiceTraining.com Think Safe, Inc. www.firstvoice.us'.

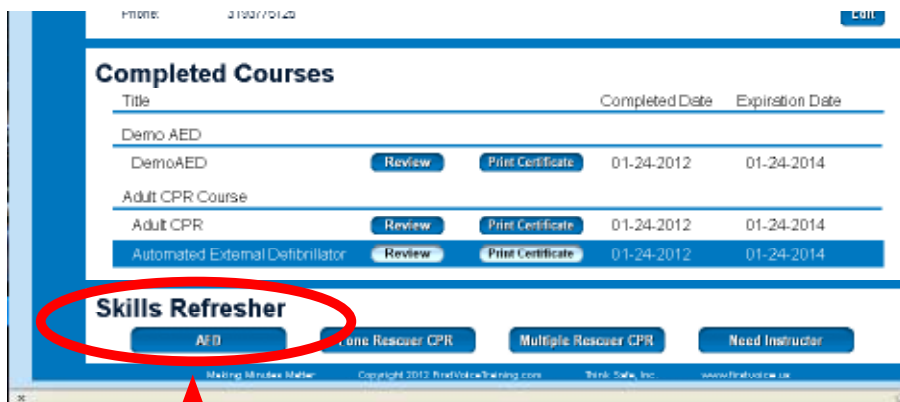
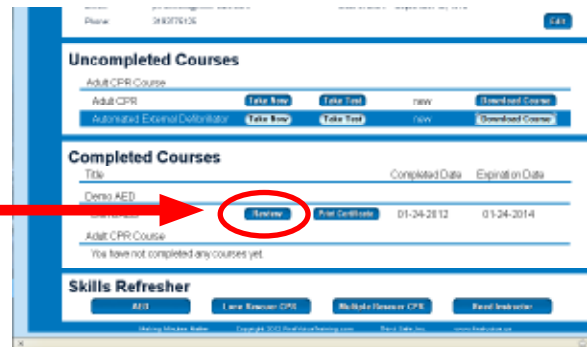
Courses use integrated comprehensive SKILLS REFRESHERS during the training and course study process. Courses can be taken by any student who has a practice CPR manikin as the below slide shows.



Or, the student can study the course online, take the test and then meet with an instructor to pass the skills assessment portion of the certification.

### Refresher Training

The student section of the training portal shows that you can “Review” the course, once you have completed it and passed the test. The student is allowed unlimited access for refresher training on any courses taken through First Voice Online Training. 24/7/365 and it **never expires!**



The “Skills Refresher” section of the student section has student skills checklists available; summarizing skills that should be learned and how these skills can be applied during refresher training drills.

Example Screen Shots:

**FirstVoice**  
Online Training Solution

Course / Coursework / Behavior Training / User Manual / Terms / Contact Us

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**Objectives: AED Coursework**

100%

**Course Objectives:**

- What an AED does
- When to use an AED
- How to use an AED
- How to use an AED during CPR
- AED rescue specialized training tips

Defibtech Lifeline VIEW

© 2012 FirstVoice Training - Objectives: AED Coursework 0:02 Play Next

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**CPR: Trained Rescuers with PPE**

90%

**C - A - B**  
*Click on the arrow to view video*

**Repeat the following:**

- C - Compressions**  
Deliver 30 compressions at a rate of at least 100 per minute and at least 2 inches deep.
- A - Airway**  
Open the airway by tilting the head and chin.
- B - Breathing**  
Deliver 2 normal breaths lasting 1 second each.

Listen to and follow the AED prompts.

Defibtech Lifeline VIEW

© 2012 FirstVoice Training - CPR: Trained Rescuers with PPE 0:18 Play Next

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**AED Operation: Turn On the AED**

90%

The AED will use visual and audible prompts to guide the rescuer.

**STEP ONE:** Turn the AED on and follow visual and audible prompts.

**TIP:** Look for the universal green ON button symbol

Defibtech Lifeline VIEW

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**Pads Placement: Internal Pacemaker or Defibrillator**

90%

**Internal Pacemaker or Defibrillator is VISIBLE:**

Apply pad at least 1 inch away from this lump and not over this lump.

**TIP:** If the victim has a visible lump from a pacemaker or implanted defibrillator, you should not put an AED pad over this lump as any implanted device may block proper energy delivery of the shock to the heart.

Defibtech Lifeline VIEW

© 2012 FirstVoice Training - Pads Placement: Internal Pacemaker or De 0:02 Play Next

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**AED Maintenance**

90%

**After Each AED use:**

- Check the AED for any visual signs of damage that may have occurred during use, reporting problems to manufacturer immediately.
- Perform a battery insertion test on the AED and replace battery as needed.
- Clean AED & replace pads and other supplies as needed.
- Reorder any supplies as needed before placing AED back into service.

Defibtech Lifeline VIEW

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**AED Operation: AED Analyzing**

90%

Once the pads are attached the AED will provide prompts to tell the rescuers not to touch the victim.

**STAND CLEAR (do not touch the victim)**

The AED is performing an analysis of the heart rhythm.

**TIP:** Make sure no one touches the patient and stop delivering CPR during AED analysis. AED analysis generally will take 10 to 20 seconds depending on the brand of AED being used.

Defibtech Lifeline VIEW

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## Testing

At the end of the course study guide, the student takes a test. 80% of the questions must be answered correctly to pass.

The student is informed what questions were missed. The student is then offered a re-take on the test. Once the test is passed a certificate can be printed.

The student can take the test as many times as necessary to pass. Different questions will appear with each test re-take; questions will rotate to ensure students understand the course material.

## Reports

Reports with full details on test COMPLETION and PROGRESS for all students taking certified and refresher training are provided to the primary training coordinator. However, multiple contacts can be selected to receive these reports as well.

Reporting frequency of weekly, monthly, quarterly, or annual can be selected. Exception and compliance reporting is available.

Reporting can include information on last access, total use, and course review frequency.

Portal allows access to comprehensive SKILLS REFRESHER checklists to open or review during refresher. These skills checklists are an effective summary review for students to reference at any time.

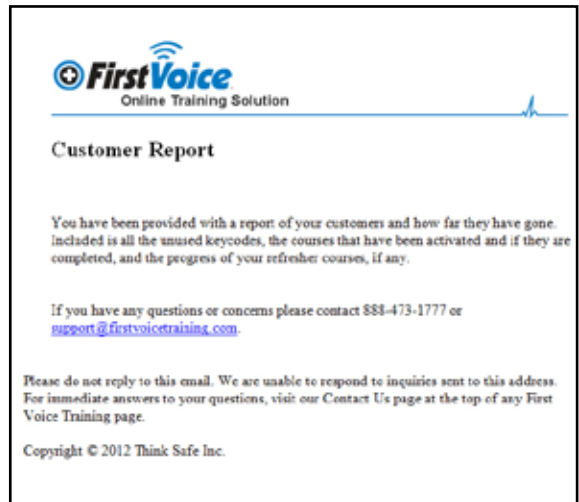
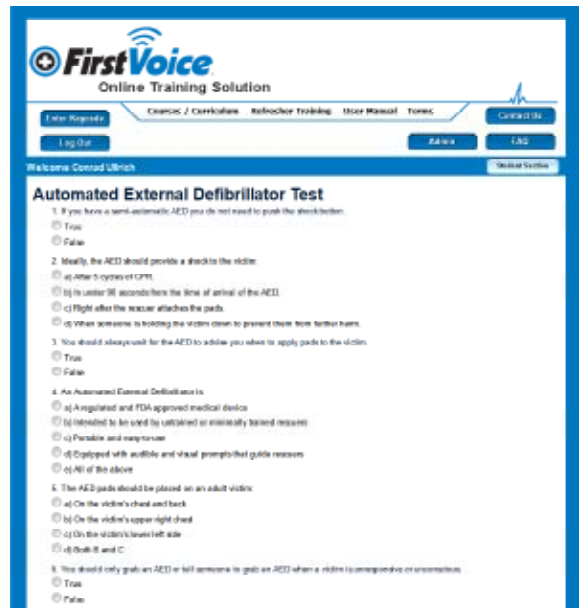
Reporting ties to First Voice Program Manager database for redundant tracking.

## Key Codes

Corporate key codes can be issued (all employees are issued the same corporate key code) or each student can be issued their own key code.

## Technical Support

Full demo and user guide are available. We are here to help you with your training needs.



Course Progress				
ID	Name	Course Name	Slide Progress	Completed
1	Mark Torg	Automated External Defibrillator	100%	yes
2	Mark Torg	Adult CPR	100%	yes
3	Torrey Swears	Automated External Defibrillator	0%	no
4	Torrey Swears	Adult CPR	0%	no
5	Mike Jowers	Automated External Defibrillator	0%	no
6	Mike Jowers	Adult CPR	0%	no
7	Kevin Page	Automated External Defibrillator	75%	no
8	Kevin Page	Adult CPR	0%	no

Unused Keycodes		
Keycode	# of Uses	Maximum Uses
00A17845010-AMNAC101	51	1440

Refresher Training					
ID	Name	Course Name	Slide Progress	Completed	Completed Date
1	Bob Thomas	Automated Ext	380%	6/25/2012	6/25/2012