



Frequently Asked Questions

Below are some frequently asked questions related to this year's online training grant. Should you have additional questions, please contact us at 866-639-8727.

Q: What is the term of the grant?

A: July 1st – December 31, 2009.

Q: What is the value of what we're getting?

A: \$1,895 set-up fee + \$180.00/user.

Q: Is there any obligation to participate?

A: No. However, should you decide not to participate, please notify Medteq Solutions immediately so that your grant funds can be awarded to another department.

Q: Does Medteq Solutions offer additional courses and web-based management tools?

A: Yes. Medteq Solutions offers approximately 200 hours of training relevant to the fire/EMS industry. Topics include: NFPA1001, 1021, 1002, 472; over 60 EMS CEU hours; HR, OSHA, general safety, HAZ-MAT, supervisor, Brunacini leadership training, terrorism, etc. If you would like to learn more, please call 519.822.0118.

Q: Should I have received a URL, user name and password for my department's PreventionLink site?

A: If you were listed as the grant applicant, training officer or fire chief on your department's grant application, yes. An email was sent the week of June 22nd to all three of these contacts. However, it may have been blocked by your organization's email server or the data provided on the application may have been incorrect. If you have not been notified, please contact us for this information.

Q: How many hours of training are available and can they be modified?

A: Your grant application allowed your department to choose from several course catalogs, selecting up to 15 hours of training per member. If you need to add training or swap out any of the training courses that you previously selected, please contact your area representative.

Q: Does the 15 hours of training available include custom courses, which can be assigned using PreventionLink's Custom Activities Manager?

A: No, you are encouraged to create, assign, and track as many Custom Activities as you wish.

Q: How many people can we put on the system?

A: The object of the grant is for your entire department to participate, including administrators. If you need to add to the number you originally listed on your application, please contact us.

Q. If we decide to purchase the program after the term of the grant ends, how much does it cost?

A: The cost depends on what features and functionality your department selects; however, the price could range between \$90/employee to \$180/employee. As a grant winner, you will not be charged the \$1,895 one-time, set-up fee if all in your Department have a current and in good standing membership to the Canadian Volunteer Fire Services Association (CVFSA).

Q: Can I have my personnel grouped by company, station, shift, job title and other classification?

A: Yes, please contact us to have this set up.

Q: How much does it cost to add additional features/additional courses?

A: See above. Medteq Solutions offers multiple packages to choose from. Please contact us for more information.

Q: If we continue after the grant, will we have to pay a set-up fee?

A: No, if your Department firefighters are CVFSA members you will not be charged a set-up fee as this is included in the grant. To enroll as CVFSA members please go to:

<http://www.cvfsa.ca/PageDocs/2006CVFSAMembershipApplication.pdf>

Q: If we decide to continue with the service, can the price be pro-rated to accommodate our fiscal year?

A: Yes.

Q: I received my log-in information, but our training officer and chief never received an email with his/her username and password. How does he/she sign on as an administrator?

A: Please contact us for this log-in information.

Q: What happens after December 31st, if we are unable to continue with the program?

A: Your PreventionLink site will be inactivated, but your department's records will be available to you indefinitely.