

# Standard Operating Procedure (SOP)

## Procedures for Responding to Customer Allergic Reactions and Administering First Aid

This SOP details **procedures for responding to customer allergic reactions and administering first aid**, including recognizing symptoms of allergic responses, immediate steps to provide assistance, use of emergency medications such as epinephrine auto-injectors, communication protocols with emergency services, and post-incident documentation. The goal is to ensure timely and effective response to allergic emergencies, safeguarding customer health and safety.

### 1. Recognizing Symptoms of Allergic Reactions

- Itching or hives
- Swelling of lips, tongue, throat, or face
- Difficulty breathing, wheezing, or shortness of breath
- Nausea, vomiting, or abdominal cramps
- Dizziness or fainting
- Rapid or weak pulse

**Note:** Reactions can develop rapidly and may become life-threatening without prompt intervention.

### 2. Immediate Steps Upon Recognition

1. Stay calm and immediately approach the customer.
2. Ask if the customer has a known allergy and if they carry an epinephrine auto-injector.
3. Call for assistance from trained personnel (if available) and assign a staff member to call emergency services (911 or local emergency number).
4. If the customer has an epinephrine auto-injector and requires help, assist in administration as per section 3 below.
5. Keep the customer relaxed and monitor their airway, breathing, and circulation until help arrives.
6. Do not offer food or drink, especially if swelling is present or customer is having trouble breathing.

### 3. Administering Emergency Medication (Epinephrine Auto-Injector)

1. **Confirm:** The customer is experiencing symptoms of a severe allergic reaction (anaphylaxis), such as difficulty breathing or swelling.
2. **Prepare:** Remove epinephrine auto-injector from packaging.
3. **Administer:** Firmly press the auto-injector against the outer thigh (through clothing if necessary) and hold for 3-10 seconds (follow manufacturer's instructions).
4. **Remove:** Remove injector, massage area for 10 seconds.
5. **Dispose:** Place used injector in a sharps container or follow facility protocol.
6. **Monitor:** Stay with the customer and monitor their condition. If symptoms persist or recur and emergency services have not arrived, a second dose may be given after 5-15 minutes as directed by manufacturer or medical authority.

### 4. Communication Protocols

1. Immediately call emergency services (911 or local number), stating: "Suspected anaphylactic allergic reaction, epinephrine given, immediate medical assistance required."
2. Assign a staff member to meet and direct emergency responders upon their arrival.

3. Maintain calm, clear communication with the customer and bystanders, providing updates as appropriate.

## **5. Post-Incident Procedures and Documentation**

1. Document all details of the incident in the appropriate incident report form, including:
  - Date, time, and location
  - Description of allergic reaction and symptoms
  - Actions taken and medications administered (with times and dosages if known)
  - Names of staff involved and witness statements (if relevant)
  - Details about emergency services response and outcome
2. Submit documentation to management or safety officer as per company protocol.
3. Review the incident with staff to identify opportunities for process improvement or training.

## **6. Training and Readiness**

- All staff to receive periodic training on recognizing allergic reactions, first aid response, and use of epinephrine auto-injectors.
- First aid supplies and epinephrine auto-injectors (if available) should be checked regularly for accessibility and expiration dates.