

Standard Operating Procedure (SOP): Customer and Staff First Aid Response

This SOP details the **customer and staff first aid response** procedures, covering immediate assessment of injuries, effective communication with medical professionals, proper use of first aid kits, and training requirements for staff. The goal is to ensure prompt, efficient, and safe treatment of any medical emergencies involving both customers and staff to minimize harm and provide appropriate care until professional help arrives.

1. Scope

This procedure applies to all on-site staff and covers both customers and employees in all areas of the premises.

2. Responsibilities

- **All Staff:** Respond to emergencies per procedures, request assistance, and notify management.
- **First Aid Trained Staff:** Provide first aid care and coordinate with emergency services.
- **Managers/Supervisors:** Ensure compliance, oversee incident reporting, and schedule training.

3. Procedure

1. **Immediate Assessment**
 - Assess scene safety before approaching the injured individual.
 - Determine if the injury or illness is life-threatening (e.g., unconsciousness, severe bleeding, breathing difficulties).
2. **Initial Response**
 - If safe, approach casualty. Do not move unless necessary for safety.
 - Reassure the injured person and identify yourself as a first aid responder.
 - Call for a trained first aider, if available.
3. **Communication with Medical Professionals**
 - If emergency care is required, dial local emergency services (e.g., 911).
 - Provide clear, concise information: location, nature of injury, number of people involved, and any care already given.
4. **First Aid Kit Usage**
 - Access the nearest first aid kit.
 - Use appropriate supplies (gloves, gauze, dressings, ice packs, etc.) as trained.
 - Replace any used supplies and report shortages to management.
5. **Monitoring and Support**
 - Continue to monitor the injured person until professional help arrives.
 - Keep casualty comfortable and provide updates to emergency responders on arrival.
6. **Post-Incident Actions**
 - Document the incident in the incident/first aid register.
 - Notify management and complete any regulatory reporting.
 - Restock first aid supplies promptly.

4. Staff Training Requirements

- All staff to complete basic first aid training within 3 months of employment.
- Annual refresher courses and drills.
- Specialized training for designated First Aid Officers.

5. Documentation and Records

- Maintain records of all first aid incidents and actions taken.
- Store documentation securely and in compliance with privacy requirements.

6. Review and Updates

- Review this SOP annually or after any major incident.
- Update as needed to reflect changes in legislation, best practice, or feedback from incidents.

7. References

- Local occupational health and safety regulations
- Company emergency management policies
- Latest first aid guidelines (e.g., Red Cross, St John Ambulance)