

# SOP Template: Customer Illness and Injury Management

This SOP details the procedures for **customer illness and injury management** to ensure prompt and effective response to any health emergencies involving customers. It includes identifying symptoms, providing immediate first aid, notifying medical professionals, documenting incidents, and implementing follow-up actions to enhance customer safety and care. The goal is to maintain a safe environment and uphold high standards of health management and customer service.

## 1. Purpose

To outline the procedures and responsibilities for managing any cases of customer illness or injury to ensure prompt, effective, and compassionate response, as well as continuous improvement of safety standards.

## 2. Scope

This SOP applies to all staff members responsible for or involved in managing health emergencies impacting customers within the facility or service area.

## 3. Responsibilities

Role	Responsibility
All Employees	Immediately report and respond to any sign of illness or injury in customers.
First Aid Officer / Trained Staff	Provide first aid, assist with emergency procedures, and document incidents.
Manager / Supervisor	Oversee response, notify external medical professionals, and ensure follow-up actions are completed.

## 4. Procedure

- Identification of Symptoms or Incidents**
  - Remain aware of signs of illness (nausea, dizziness, difficulty breathing) and visible injuries (bleeding, falls).
  - Approach the customer quickly and calmly.
- Immediate First Aid Response**
  - Assess the severity of the situation.
  - Administer first aid following company guidelines and personal training only.
  - Do not move the customer if a serious injury (head/neck/back) is suspected, unless necessary for safety.
- Contacting Medical Professionals**
  - If required, immediately call emergency services (e.g., 911/local equivalent).
  - Provide clear information: location, nature of illness/injury, symptoms, and actions taken.
- Incident Documentation**
  - Complete an incident report form with details: date, time, description of event, actions taken, persons involved, and witnesses.
  - Submit the report to management within 24 hours.
- Customer Follow-Up**
  - Ensure ongoing support to the affected customer, either directly or through follow-up contact where appropriate.
  - Review the incident to identify any required improvements in procedures or environment.

## 5. Communication

- All incidents must be communicated to the supervisor or manager without delay.
- Respect customer privacy at all stages, only sharing information with relevant parties.

## 6. Training

- All relevant staff must receive regular training on first aid, emergency procedures, and this SOP.

## 7. Records and Documentation

- Maintain all incident reports and related correspondence securely for record-keeping and audit purposes.

## 8. Review

- This SOP should be reviewed at least annually or after any major incident to ensure effectiveness and compliance.

**Always prioritize customer safety and well-being. When in doubt, contact emergency services and follow established protocols.**