

Emergency Action

If an allergic customer becomes ill, it is likely that person – or someone with them – will say that he/she is suffering an allergic reaction. They may use the word

“ANAPHYLAXIS”

This is what to do:-

- **Immediately send someone to dial 999, giving the following information:**

“THIS IS AN EMERGENCY. A CUSTOMER HAS COLLAPSED AND WE BELIEVE THEY ARE SUFFERING FROM ANAPHYLAXIS.” (Pronounced ANA-FILL-AXIS). ASK FOR AN AMBULANCE WITH A PARAMEDIC SPEAK CLEARLY SO THAT THE AMBULANCE CREW WILL KNOW EXACTLY WHERE TO COME (TELL THEM THE POSTCODE IF YOU KNOW IT).

- Someone should be sent to stand at the entrance to direct the ambulance crew to the patient.
- Ask other customers if there is a Doctor in the Restaurant.
- **Any staff trained in First Aid should make a point of learning what to do if someone has an Anaphylactic reaction**

Please remember death can take place within 10 minutes.

Prompt and immediate action is vital