

WHAT TO DO IF A CUSTOMER SHOWS SIGNS OF A SERIOUS ALLERGIC REACTION

1

CHECK FOR AN ADRENALINE AUTO-INJECTOR

The customer may carry an auto-injector, such as an “EpiPen” or “Jext” pen with them. These devices contain adrenaline which can help to treat the body’s allergic reaction. Ask if the customer has one, and help them access and use it straight away.



You cannot harm someone in giving an adrenaline auto-injector, but it is important that it is given correctly. The instructions are on the side of the device, although it is beneficial to have had some training first. You should administer an adrenaline auto-injector in the person’s upper outer thigh without hesitation. The device is single-use and can be administered through clothing, avoiding any seams.

2

CALL 999

Call for an ambulance immediately, stating “*We think the customer has anaphylaxis*”. That’s pronounced “*ana-phy-laxis*”. Even if the customer is starting to feel better, still call 999. A second wave of symptoms can occur and medical treatment is essential.



3

HELP THEM INTO THE RIGHT POSITION

If they’re conscious and not struggling to breathe, help lie them down with their legs raised. If they’re pregnant, or having trouble breathing, help them into a comfortable upright position instead.

4

USE A SECOND AUTO-INJECTOR IF SYMPTOMS DON’T IMPROVE AFTER 5 MINUTES, OR IF THE SYMPTOMS RETURN

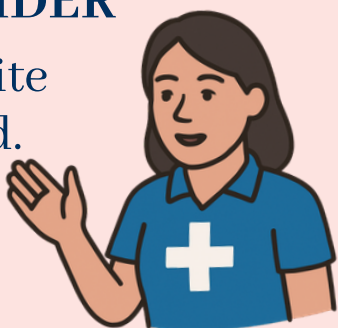
People diagnosed with allergies should carry two adrenaline auto-injectors with them at all times. If the person has a second one, it should be administered in the opposite leg, if accessible.



5

INFORM THE ON-SITE FIRST AIDER

Alert the designated first aider on site and let them know what’s happened. They can support you until the ambulance arrives.



6

STAY WITH THE CUSTOMER

Stay calm, reassure the customer, and stay with them until the ambulance arrives. Customers should always go to hospital to be monitored following anaphylaxis in case of a delayed or secondary reaction.