

ACT ON ALLGERNS

WEEK 5 – WHAT TO DO IN THE EVENT OF AN ALLERGEN INCIDENT

PREPARING AHEAD

No items required for this session. Just get your team together and get started!



TRAINING CONTENT

INTRODUCTION

Today we will cover the steps we need you to take should your unit have an allergen incident.

Ultimately it is our priority to keep our customers safe.

EMERGENCY PROCEDURES - WHAT YOU MUST DO

If a customer becomes ill or you suspect a customer may be suffering from an allergic reaction:

- If anaphylactic shock is suspected, immediately call 999 to **summon emergency assistance** and **follow your site-approved emergency procedure**. Inform the emergency services that the customer is in anaphylactic shock.
- There should be a trained first aider or appointed person on site who will administer medication or take charge of the situation.
- Do not move the pupil or customer.
- Make sure that a member of the catering team remains with them until help arrives.
- Any incident must be reported on AIR3 to ensure you receive guidance from the Health & Safety team.

REMINDER - SYMPTOMS OF AN ALLERGIC REACTION INCLUDE:

- Rashes & itching
- Shortness of breath & wheezing
- Swelling of lips, tongue, throat or face
- Upset stomach



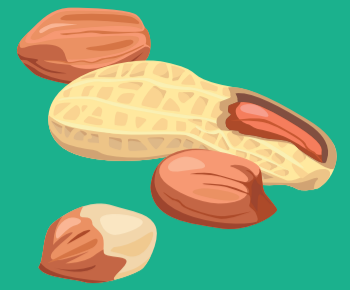
EMERGENCY MEDICATION:

- Auto-injectors, such as **EpiPens** or **Emerade Pens**, are prescription medicines applied by injection to ease the symptoms of an allergic reaction
- Auto-injector medications, such as EpiPens should be administered by first aiders or as per the site emergency plan. Instructions for use are often on the side of the auto-injector.
Note: If no first aider is available, you may need to help a customer to administer emergency medication, such as an EpiPen.

EMERGENCY PLANNING:

- For persons known to have allergic reactions, any delay in administering medication may be critical.
- In schools, emergency care plans may have been agreed between parents, the school and key catering team members on what action is required. Ensure your team are familiar with these.
- Schools should have a First Aider, or appointed person on their emergency plan, to administer medication.





REPORTING AN INCIDENT

- Contact your line manager and your Health & Safety manager immediately about the incident.
- Any suspected food allergy incident must be reported on the online Accident & Incident reporting system (AIR3) which can be accessed through Compass Connect. If required, your line manager can assist you.
- For more information refer to **Good Hygiene Practice Guide No. 19**

INTERACTIVE ACTIVITY



ACCESSING RESOURCES

More information can be found in the following places:

- Food Safety Management System (copy held on site)
- Compass Health & Safety (HSE) website (accessed through Compass Connect)
- Chartwells Medical Diet Policy (available at: loveschoolmeals.co.uk/medical-diets)

SUMMARY

Any allergic reaction, especially anaphylaxis, is taken very seriously. Anaphylaxis is a medical emergency and requires immediate treatment with an emergency medication, such as an EpiPen.

All such incidents must be reported on AIR3 as soon as possible following an incident.



QUICK FIRE QUIZ

Quiz the team on the below questions.

Correct answers are shown below.

1. IN THE EVENT A PUPIL OR CUSTOMER BECOMES ILL OR YOU SUSPECT A CUSTOMER MAY BE SUFFERING FROM AN ALLERGIC REACTION WHAT MUST YOU DO?

Immediately summon assistance and follow your site approved emergency procedure

2. WHAT IS AN EPIPEN?

An EpiPen is an auto-injector containing emergency medication for people who are suffering a severe allergic reaction

3. WHO SHOULD YOU IMMEDIATELY CONTACT AT CHARTWELLS TO ALERT THEM TO THE INCIDENT?

Your Line Manager

Your Health & Safety Manager (Also report on the AIR3 system)