	<b>RESOURCE LIBRARY – SECURITY</b> <b>Injured and Sick Guests Emergency</b> <b>Procedures</b>	<i>CODE:</i> 03.19.024
		<i>EDITION:</i> 1
		<i>PAGE</i> 1 OF 3

1. **Purpose** *目的*

Ensure all the employees are fully familiar with the hotel action.  
 确保所有员工在饭店发生伤病客人时完全熟悉酒店的行动程序。

2. **Scope** *范围*

All employees 所有员工

3. **Responsibilities** *责任*

It is the responsibility of the following personnel (All the Dept Division Heads, Managers and Hotel Crisis Management Team Members) to ensure that this procedure is duly carried out..  
 所有部门总监、经理和紧急事件管理小组有责任保证此程序能适时地得以执行。


4. **Procedure** *程序*

Any staff who received or witness any accident involving guests or employees must immediately notify Manager On Duty or concerned personnel of department.  
 任何员工听或看到牵连到客人或员工的事件时必须立即通知值班经理和相关部门人员。

**IMMEDIATE ACTION**

**立即行动**

- a) The first person to contact an ill or injured person is to ensure that the person is not left unattended.  
 发现伤/病者的第一个人应保证有人照顾伤/病者。
- b) If there is no telephone in the immediate area if your call for help goes unanswered, it may be necessary to leave the person for a brief time. KEEP THIS TIME TO MINIMUM.  
 如果在附近没有电话且呼救无应答的情况下，你有必要离开伤/病者一会儿，但应尽力将此时间缩到最短。
- c) Remain calm. Convey a sense of confidence. Continually reassure the injured person.  
 保持平静，表现的有信心，以此激励伤者的信心。
- d) The person sustaining the injury may be in shock. If the person appears pale, let him or her lie down and elevate the feet. Do not permit the person to sit. If the person's face is red, raise the head slightly. In both cases, keep the person warm and comfortable.  
 伤者也许因其受伤而处于一种惊吓状态。如果他看上去苍白，让他/她躺平并且抬高双脚，不要让伤者坐着；如果伤者的脸色发红，轻微抬高他的头。以上两种情况发生时，要让伤者保持温暖和舒适的姿态。

	<b>RESOURCE LIBRARY – SECURITY</b> <b>Injured and Sick Guests Emergency</b> <b>Procedures</b>	<i>CODE:</i> 03.19.024
		<i>EDITION:</i> 1
		<i>PAGE</i> 2 OF 3

- e) In cases of cut or bleeding, apply pressure to the wound using the cleanest dressing possible. Apply more dressing as required until the flow of blood is checked.  
一旦受伤或者流血，尽量用干净的衣布压住伤口，且须提供更多的干净白布直到止住流血。
- f) In case of back or neck injury, no attempt is to be made to move the victim.  
如果背部或者脖子受伤，不要试图移动伤者。
- g) Any person not involved in the immediate care of the injured person is to keep well clear. Large gathering of people around only adds to their distress.  
不是直接处理伤者的人员应远离伤者，大规模的围观会增加伤者的痛苦。
- h) Once assistance arrives, immediately seek medical treatment either in house nurse, panel doctor or hospital, depending on the seriousness.  
一旦援助到达，视情况决定找治疗方案，找店内医生，救护或送医院。

#### 1. FOLLOW UP ACTION AND REPORTING

##### 追踪行动和报告

The person attending witness an injured or ill guest/ employee is to submit an accident report to Chief Security Officer. Be certain the following practices are applied.

受伤或生病的客人/员工的目击者应提交一份事故报告给安保部总监。确保采用以下事项：

- a) Avoid any form of liability or responsibility for an accident to the injured person.  
避免向事件中的受伤人提供任何形式的责任或担保书。
- b) Be sure to secure names, address and statement of all witness for inclusion in the report.  
确保目击者的姓名、地址和其对事件的陈述内容都包含在事件报告中。
- c) Attach sketch whenever possible  
如有可能的话，附上草图。
- d) Senior Management is to contact the injured person and offer the hotel’s courtesy and services.  
酒店高管人员要联系伤者并应对其进行礼貌的问候及提供必要的服务。
- e) Any item or furniture, defective or otherwise cited as the reason for an accident should be removed immediately for inspection.  
如果事件是由家具或有缺陷的设备以及其它被列举出的酒店物品引起的，则应立即移走以便检查。
- f) Whenever possible, preserve physical evidence related to an accident.  
在有可能的情况下保留与事故有关的证物。



**RESOURCE LIBRARY – SECURITY**  
**Injured and Sick Guests Emergency**  
**Procedures**

*CODE:* 03.19.024

*EDITION:* 1

*PAGE* 3 OF 3

**REMEMBER:**  
**NO ADMISSION OF LIABILITY**  
切记:  
不要随便承担责任