STANDARD OPERATING PROCEDURE

# Gym Injury Response SOP

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| **Document no.** | SOP-FIT-005 |
| **Revision** | 1.0 |
| **Owner** | Gym Manager |
| **Effective date** | September 15, 2026 |
| **Review cycle** | Every 6 months |

## 1. Purpose

To make sure an injured member gets a fast, safe response, emergency services are called when needed, and every incident is documented for follow-up and insurance purposes.

## 2. Scope

Applies to any member or guest injury occurring on the gym floor, in classes or in common areas. Equipment cleaning after an incident is covered by a separate SOP.

### Definitions

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| **Scope of training** | The first aid or CPR actions a staff member is certified and trained to perform; anything beyond this should wait for emergency responders. |
| **Incident report** | The written record of an injury, completed the same day, describing what happened and how it was handled. |
| **Equipment hold** | Taking equipment involved in an injury out of service pending inspection. |

## 3. Responsibilities

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| **Fitness Attendant** | Is often first on the scene, assesses immediate danger, and calls for help. |
| **Personal Trainer** | Provides first aid within their training scope and supports the injured member until help arrives. |
| **Front Desk Coordinator** | Calls emergency services if needed, contacts the emergency contact on file, and directs responders to the scene. |
| **Gym Manager** | Completes the incident report, holds equipment involved for inspection, and follows up with the member. |

### RACI matrix

| Activity | Fitness Attendant | Personal Trainer | Front Desk Coordinator | Gym Manager |
|---|---|---|---|---|
| Assess the scene and check the member | R/A | R | - | I |
| Call emergency services if needed | R | R | R/A | I |
| Provide first aid within trained scope | R | R/A | - | I |

| Activity | Fitness Attendant | Personal Trainer | Front Desk Coordinator | Gym Manager |
|---|---|---|---|---|
| Contact the member's emergency contact | - | I | R/A | I |
| Complete the incident report | C | C | C | R/A |

R = Responsible, A = Accountable, C = Consulted, I = Informed

## 4. Materials and PPE

### Materials, tools and systems

- First aid kit and AED
- Incident report form
- Member emergency contact records
- Equipment hold and out-of-service tags
- Phone or radio for calling emergency services

### Personal protective equipment

- Disposable gloves

## 5. Procedure

| Step | Task | Owner | Done |
|---|---|---|---|
| 5.1 | **Assess the scene before approaching**<br>Check for any ongoing hazard, such as a falling weight or malfunctioning equipment, before approaching the injured member. | Fitness Attendant | ☐ |
| 5.2 | **Check responsiveness and breathing**<br>Check whether the member is conscious and breathing normally, and ask them what happened and where it hurts if they can respond.<br>**Checkpoint:** Responsiveness and breathing are checked within seconds of reaching the injured member. | Fitness Attendant | ☐ |
| 5.3 | **Call emergency services for a serious injury**<br>For unconsciousness, chest pain, severe bleeding, a suspected fracture or any injury beyond your training, call emergency services immediately.<br>**Warning:** When in doubt about the severity of an injury, call emergency services. Do not wait to see if symptoms improve. | Front Desk Coordinator | ☐ |
| 5.4 | **Keep the member still unless in danger**<br>Do not move the injured member unless they are in immediate danger from a hazard, since movement can worsen some injuries.<br>**Warning:** Do not attempt to move someone with a suspected spinal, neck or head injury. | Personal Trainer | ☐ |
| 5.5 | **Retrieve the first aid kit and AED**<br>Send another staff member or nearby person to bring the first aid kit and AED to the scene right away. | Fitness Attendant | ☐ |
| 5.6 | **Provide first aid within your training**<br>Provide basic first aid, such as controlling minor bleeding or applying a cold pack, only for actions you are trained and certified to perform.<br>**Warning:** Never perform a first aid action, including CPR or using the AED, beyond your current training and certification. | Personal Trainer | ☐ |

| Step | Task | Owner | Done |
|---|---|---|---|
| 5.7 | **Clear the area and manage bystanders**<br>Ask other members to give space, and keep the area around the injured member clear so responders and staff can work. | Fitness Attendant | ☐ |
| 5.8 | **Contact the emergency contact on file**<br>Look up the injured member's emergency contact in the gym management software and call them to inform them of the situation. | Front Desk Coordinator | ☐ |
| 5.9 | **Direct responders to the scene**<br>Meet emergency responders at the entrance and guide them directly to the injured member to save time. | Front Desk Coordinator | ☐ |
| 5.10 | **Hold equipment for inspection**<br>If the injury may be related to an equipment malfunction, tag the equipment out-of-service and do not let anyone use it until it is inspected.<br>**Checkpoint:** Any equipment suspected in an injury is tagged out-of-service before the shift ends. | Gym Manager | ☐ |
| 5.11 | **Photograph the scene if safe to do so**<br>Take photos of the equipment and area involved, once the member has been cared for, to support the incident report. | Gym Manager | ☐ |
| 5.12 | **Complete the incident report**<br>Complete the incident report the same day, describing what happened, who responded, and any equipment involved, while details are fresh. | Gym Manager | ☐ |
| 5.13 | **Notify management and insurance**<br>Notify senior management of the incident and file with the facility's insurance carrier if the injury requires it. | Gym Manager | ☐ |
| 5.14 | **Follow up with the member**<br>Check in with the member within a few days to see how they are doing and address any remaining concern about the incident. | Gym Manager | ☐ |

## 6. Quality checks

- Every injury requiring emergency services results in a call placed within the first minute.
- No first aid action is performed outside the responder's trained scope.
- Equipment suspected in an injury is tagged out-of-service the same day.
- Incident report is completed the same day as the injury.

## 7. Records

- Incident report form
- Equipment hold and inspection log
- Emergency contact call log
- Insurance claim filing, if applicable

## 8. KPIs

- Time from injury to emergency call, when applicable
- Percentage of incident reports completed same-day
- Number of injuries linked to equipment per quarter
- Staff first aid and CPR certification currency rate

## 9. Common mistakes

- Hesitating to call emergency services because the injury seems minor at first.
- Moving an injured member before confirming there's no immediate danger requiring it.
- Attempting a first aid action beyond the staff member's training or certification.
- Delaying the incident report until the next day, losing details.

## 10. Revision history

| Revision | Date | Description | Reviewed by |
|---|---|---|---|
| 1.0 | September 15, 2026 | Initial release | Alexa Uskova |

## Approval

| Prepared by | Approved by | Date |
|---|---|---|
| | | |

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