

Gym Injury Response SOP

Document no.	SOP-FIT-005
Revision	1.0
Owner	Gym Manager
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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

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

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 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 Check whether the member is conscious and breathing normally, and ask them what happened and where it hurts if they can respond. Checkpoint: Responsiveness and breathing are checked within seconds of reaching the injured member.	Fitness Attendant	☐
5.3	Call emergency services for a serious injury For unconsciousness, chest pain, severe bleeding, a suspected fracture or any injury beyond your training, call emergency services immediately. 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 Do not move the injured member unless they are in immediate danger from a hazard, since movement can worsen some injuries. 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 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 Provide basic first aid, such as controlling minor bleeding or applying a cold pack, only for actions you are trained and certified to perform. 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 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 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 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 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. 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 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 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 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 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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