

Death Process at Hotel Standard Operating Procedure (SOP)

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Scope of SOP:

The objective of this SOP is to guide CLAL staff in following the correct procedures in the event of a death at the hotel.

Procedure for Reporting and Actions Taken

In the event of a death at the hotel, follow these steps:

1. Immediate Response:

- Call 999 immediately and request ambulance assistance.
- The 999 operators will notify the police, who will need to attend for further investigation.

2. Preserve the Scene:

- Do not move the victim or disturb anything at the scene.
- Call the Urgent Incident Team to report the incident.
- Inform hotel management about the incident.

3. Incident Reporting:

- Create an URGENT Incident Report within 10 minutes of the incident. Details can be updated as the situation progresses.
- Immediate phone-call need to be made to your SG lead and Area Manager

4. Secure the Area:

- If the death occurred in a bedroom, seal off the room and restrict access for investigative purposes.
- Do not allow other residents or staff members into the room.
- If the death occurred in a public area, cordon off the area to prevent access.

5. Communication:

- Avoid causing panic; do not gossip with other employees or guests.
- Escort emergency services to the deceased upon their arrival.

6. Body Removal:

- When authorized by the doctor or police, the body will be removed discreetly through a service lift or fire exit to avoid disturbing residents.

7. Securing Belongings:

- Secure the room and wait for further instructions from the Urgent Incident Team.
- When permitted, collect the deceased's belongings, prepare a list, and store items in a secure room with a record of the person performing this task.

8. Media Interaction:

- Staff members must not engage with the media. Any media inquiries should be referred to the appropriate management.

9. Room Restoration:

- Once authorized, the room can be returned to service.
- Depending on the circumstances, the room may need professional cleaning before being made available for the next resident.

By adhering to this SOP, CLAL staff can ensure a respectful, efficient, and professional handling of the situation in the event of a death at the hotel.