

# DEALING WITH UNWELL/SICK PASSENGERS WORK INSTRUCTION

**Work description:** The purpose of this document is to describe the actions necessary to deal with Unwell/Sick Passenger. This document is applicable for the Operation and Maintenance Services on the Honolulu Rail Transit Project (H RTP).

**Scope:** Requirements of staff when providing a response to a report of a sick and unwell persons on the stations and Trains

**References:** HNL-09332 Medical Intervention in a Station or Train Work Instruction

## PPE and precautions

First Aid Kit, Gloves, Mask

## Competencies or qualifications

Train Controller, Information Controller,  
Train Operator, Station Operator

## Licenses or permits required

Nil

## Tools and equipment required

Nil

## In Case of Unwell/Sick Passenger

*OCC Supervisor*

The OCC Supervisor must:

- Ask the Train Controller to dispatch a Train Operator/ Station Operator to the area
- Request emergency services if needed and act in accordance with HNL-09332 Medical Intervention Work Instruction in a station or train
- Report any event and all the actions in the OCC Supervisor Log

*Train Controller*

The Train Controller must:

- Update the OCC Supervisor on the situation
- Dispatch a Train Operator/ Station Operator to the area to verify the conditions of the passenger
- If emergency services are required, act in accordance with HNL-09332 Medical Intervention Work Instruction in a station or train

*Information Controller*

The Information Controller must:

- Monitor the situation through CCTV
- Inform continuously the OCC Supervisor and the Train Controller about the situation

*Train Operator/ Station Operator*

The Train Operator/ Station Operator must:

- Reach the interested person and verify his/her conditions
- Inform the Train Controller on the actual conditions of the concerned passenger
- Assist the unwell/sick person until the arrival of emergency services. If the person refuses to be assisted inform OCC
- Collaborate with emergency services

Approved By:

☐ Director, Operations and Maintenance

☐ Department Manager

☐ Manager, HSE (Operations and Maintenance)

Signature:

Date: