**Incident Response SOP – Master Template** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

### **INCIDENT RESPONSE – GENERAL INSTRUCTIONS**

All responders must follow these steps for any incident:

1. **Ensure Immediate Safety**
   * Remove yourself and others from danger.
   * Call 911 if there is any risk to life, health, or safety.
2. **Notify Management**
   * Contact the General Manager or designated on-site lead immediately.
   * If they are unavailable, contact the owner of Douglas Forest RV Resort LLC.
3. **Secure the Area**
   * Do not allow guests to interfere.
   * If crime or injury is involved, preserve the scene (do not clean or move anything).
4. **Assist as Trained**
   * Provide basic first aid if certified.
   * Do not exceed your level of training.
5. **Document the Incident**
   * Complete an Incident Report Form in full.
   * Take photos if appropriate and safe to do so.
   * Collect names and contact information of witnesses.
6. **Follow Up**
   * Submit all documentation to management within 2 hours.
   * Cooperate with law enforcement or emergency personnel as needed.
   * Do not discuss the incident with other guests.

**SOP 1 – Medical Emergency or Injury** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. Check the scene for safety. Do not enter unsafe areas.
2. Call 911 immediately if:  
   * The person is unconscious, bleeding heavily, or not breathing.
   * There is a suspected head, neck, or spinal injury.
   * There is chest pain, seizure, or possible stroke.
3. Provide basic aid if you are certified.
4. Keep the guest still and calm. Do not allow them to walk or move if injured.
5. Send another staff or volunteer to direct EMS to the location.
6. Notify the GM and begin completing the Incident Report.
7. If injury is minor and does not require EMS:  
   * Offer first aid if certified.
   * Still complete an Incident Report.
   * Monitor the guest and inform management of any worsening.
8. Clean and disinfect any biohazard (blood, vomit, etc.) only after the report is complete and it is confirmed safe to do so.