**SOP 10 – Death on Property** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. Do not touch or move the individual. Call 911 immediately and report an unresponsive person. Follow all operator instructions.
2. Ensure the area is secure and guests are kept away. Maintain privacy and avoid drawing attention.
3. Notify the General Manager or on-site lead without delay.
4. Do not speculate about the cause of death, speak to media, or inform other guests of details. Wait for official responders.
5. If the person is confirmed deceased by emergency personnel:  
   * Assist police, fire, or coroner with access to the site
   * Provide identification information if available
   * Document the names of first responders
6. Do not contact family members unless instructed by police or medical officials. Allow law enforcement to handle notifications.
7. Preserve the scene as directed. Do not clean, move, or remove any property from the area until officially cleared.
8. Complete a detailed Incident Report:  
   * Time discovered
   * Name and site number (if known)
   * Names of witnesses
   * Actions taken
9. Cooperate fully with law enforcement. Do not interfere with their investigation.
10. Management will handle all external communications, legal, and insurance steps following the event.