**SOP 11 – Child Abuse or Neglect (Suspected or Reported)** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If a child is in immediate danger, call 911.
2. Do not confront the child, guardian, or alleged abuser directly.
3. Notify the General Manager or on-site lead immediately and privately.
4. Document the concern factually and objectively:  
   * Describe what was seen or heard
   * Note time, location, individuals involved
   * Do not make assumptions or accusations
5. If a guest or staff member reports suspected abuse to you:  
   * Listen without judgment
   * Assure them the concern will be taken seriously
   * Do not promise confidentiality, but explain it will be handled appropriately
6. Report the concern to the Massachusetts Department of Children and Families (DCF) if directed by management or if legally required as a mandated reporter:  
   * Massachusetts Child-at-Risk Hotline: 1-800-792-5200
7. Complete an Incident Report with:  
   * Objective description of the event or report
   * Names and site numbers (if available)
   * Action taken and who was notified
8. Do not share the situation with other guests or staff beyond those involved in the report and response.
9. Management will determine next steps in consultation with law enforcement or child protection agencies.