**SOP 14 – Suspicious Person or Trespasser** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If the person appears threatening, armed, or refuses to leave, call 911 immediately.
2. Do not approach or confront the person if it may be unsafe to do so.
3. Notify the General Manager or on-site lead right away with:  
   * Description of the individual
   * Exact location
   * Behavior observed
4. If safe, observe from a distance and note:  
   * Clothing, physical description, vehicle, license plate
   * Direction of travel or behavior (e.g., looking into RVs, entering buildings)
5. If the person is calm and non-threatening:  
   * Politely ask if they are a guest or need help
   * If they cannot provide a valid reason for being on-site, ask them to leave the property
   * Do not engage further if they refuse—contact management or police
6. Do not allow the person to enter park facilities, approach children, or access restricted areas.
7. Document the incident in full, including:  
   * Time, location, and description
   * Names of involved guests or witnesses
   * Whether police were called
8. If the individual leaves before police arrive, note the direction of departure and whether they were on foot or in a vehicle.
9. Management will determine if further steps are needed, including installing additional signage, surveillance review, or adjusting gate security.