**SOP 2 – Criminal Incident (Assault, Theft, Harassment, Vandalism)** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. Ensure safety of all persons involved. Move away from the area if needed.
2. Call 911 immediately if the incident involves violence, threats, or property damage in progress.
3. Do not attempt to detain or confront the suspect. Observe from a safe distance.
4. Notify the General Manager or on-site lead immediately.
5. Preserve the scene:  
   * Do not touch or move anything.
   * Block off the area if needed using cones, tape, or vehicles.
6. Record:  
   * Time, date, and location of the incident.
   * Names or descriptions of individuals involved.
   * License plates, vehicle types, and any identifying details.
7. Collect witness statements and contact information.
8. Complete the Incident Report in full, noting whether police were involved.
9. Do not discuss details of the incident with other guests.
10. If the suspect is a guest, notify management for potential eviction protocol.