**SOP 20 – Utility Crew or Contractor Incident** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If a utility worker, contractor, or vendor is involved in an accident, injury, or equipment failure, ensure the area is safe and call 911 if needed.
2. Do not attempt to assist with utility work or specialized equipment unless you are trained and authorized.
3. Notify the General Manager or on-site lead immediately and provide:  
   * Name of company or crew
   * Nature of the incident
   * Location and time
4. Block off the affected area to protect guests and staff.
5. Take photos of:  
   * Damaged property, equipment, or vehicles
   * Any injury scene (without photographing individuals unless they consent)
6. Document the following in an Incident Report:  
   * Names of all involved personnel
   * Type of work being done
   * Nature of the incident
   * Witness information
7. Collect business cards or work orders if available from the vendor or utility crew.
8. Do not discuss liability, fault, or insurance with the crew or guests.
9. Management will handle coordination with the utility company, contractor, or insurance provider.
10. If the incident poses an ongoing risk (e.g., gas line break, exposed wires), evacuate the area and wait for official clearance before resuming activity.