**SOP 21 – Internal Staff or Volunteer Conflict** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If a disagreement or argument occurs between staff, work campers, or volunteers, stay calm and do not take sides.
2. If the conflict is verbal only and not dangerous:  
   * Ask both parties to separate and cool down
   * Remind them that disagreements must be resolved respectfully and privately
   * Do not allow disputes to occur in front of guests
3. If the conflict escalates to yelling, threats, or physical contact:  
   * Call the General Manager immediately
   * If there is a threat of violence or someone is in danger, call 911
4. Do not try to mediate or resolve serious conflicts unless trained and directed to do so.
5. Document the incident in an Incident Report including:  
   * Names of all individuals involved
   * Description of the conflict
   * Time, location, and witnesses
   * Actions taken and whether management or law enforcement were contacted
6. Submit the report to the General Manager or owner for follow-up.
7. Do not discuss the issue with other staff or guests.
8. Management will decide on next steps, which may include mediation, reassignment, suspension, or dismissal from volunteer or work duties.