**SOP 22 – Pool or Water Area Incident** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If a guest is injured, unconscious, or struggling in the water, call 911 immediately.
2. Do not enter the pool unless you are trained in water rescue and it is safe to do so.
3. Alert others nearby and clear the area to prevent additional risk.
4. If the person is pulled from the water and unresponsive:  
   * Begin CPR if you are certified
   * If not, wait for EMS and provide location details
5. Notify the General Manager or on-site lead without delay.
6. Once the situation is stabilized:  
   * Close the pool immediately
   * Post signage or use barriers to prevent re-entry
   * Document the incident thoroughly
7. Record:  
   * Name and age of the person involved (if known)
   * Time, location, and specific actions taken
   * Whether lifeguard or CPR-trained personnel were present
   * Names of witnesses
8. Take photos of the area if appropriate and safe.
9. Complete an Incident Report and submit it to management.
10. The pool may only reopen after management review and, if required, local health or safety authority clearance.