**SOP 24 – Septic, Sewer, or Waste Spill** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If raw sewage is actively spilling or pooling, clear the area immediately and block guest access with cones, tape, or signage.
2. Do not attempt to clean or contain the spill unless you are specifically trained and equipped with proper protective gear.
3. Notify the General Manager or on-site lead as soon as the issue is identified.
4. Shut off nearby water or utility connections if they are contributing to the spill and it is safe to do so.
5. Record:  
   * Site number and exact location of the spill
   * Time discovered
   * Name of guest or staff who reported it
6. If a guest caused the spill due to equipment failure or misuse, politely instruct them to stop using the system and await further instruction.
7. Take clear photos of the affected area for documentation.
8. Complete an Incident Report including:  
   * Cause of the spill (if known)
   * Extent of contamination
   * Actions taken to secure the area
9. Only trained personnel should perform cleanup. Use proper PPE (gloves, boots, mask) and disinfectants per health regulations.
10. The site must remain closed to guests until fully sanitized and cleared by management. Document cleanup and reopening steps.