**SOP 25 – Wildlife Encounter or Infestation** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If a wild animal is behaving aggressively, appears sick, or poses an immediate danger, call 911 or local animal control immediately.
2. Do not attempt to feed, capture, or relocate any wild animal.
3. Notify the General Manager or on-site lead as soon as the animal is spotted or reported.
4. If the animal is non-threatening but causing concern (e.g., raccoon in trash, snake near RV), block off the area and warn guests to avoid it.
5. Record:  
   * Time and location of sighting
   * Type and number of animals (if known)
   * Behavior observed
6. If the situation involves potential infestation (e.g., wasp nest, rodents, insects):  
   * Do not disturb the nest or affected area
   * Mark the area “Do Not Enter” and report it immediately
   * Take photos if safe
7. Complete an Incident Report including:  
   * Guest complaints (if any)
   * Response taken
   * Any coordination with pest control or authorities
8. Only licensed wildlife or pest professionals may trap, remove, or exterminate animals on site.
9. The affected area must remain closed until cleared by management and professionally treated if necessary.
10. Follow all Massachusetts wildlife and environmental regulations regarding protected species and humane treatment.