**SOP 29 – Staff or Volunteer Injury While on Duty** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If the injury is serious, life-threatening, or involves head trauma, bleeding, or broken bones, call 911 immediately.
2. Move the injured person to a safe area only if it does not risk further harm.
3. Notify the General Manager or on-site lead without delay.
4. If the injury is minor (e.g., cut, strain, minor burn):  
   * Provide first aid if trained and authorized
   * Use gloves and proper PPE
   * Offer water and allow the person to rest if needed
5. Do not allow the injured person to continue working until cleared by management.
6. Document the injury with:  
   * Full name of injured staff/volunteer
   * Time, location, and description of the task they were performing
   * Photos of the area or equipment involved
   * Names of any witnesses
7. Complete an Incident Report immediately. Include a clear, objective description of the event.
8. If the injury may result in time off, medical treatment, or ongoing issues, management will file additional reports and may involve workers' compensation or liability carriers.
9. Maintain confidentiality and do not discuss the incident with guests or uninvolved staff.
10. The individual should not return to duty until reviewed and cleared by management.