**SOP 31 – Threats Made Toward Staff, Guests, or Property** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If a person makes verbal or written threats of violence, destruction, or harm to others or to property, call 911 immediately.
2. Do not confront or argue with the individual. Stay calm, create distance, and prioritize safety.
3. Notify the General Manager or on-site lead without delay.
4. Move nearby guests or staff to a safe location if the threat is active or escalating.
5. Record:  
   * Exact words or behavior used in the threat
   * Time, location, and any witness statements
   * Name or site number of the person (if known)
6. Preserve any physical or digital evidence, including written notes, text messages, or social media posts. Do not delete anything.
7. Do not attempt to negotiate, restrain, or follow the person once the threat has been made. Wait for law enforcement.
8. Complete an Incident Report with all details, including:  
   * Threat type and who it was directed toward
   * Actions taken
   * Police involvement (if any)
9. Management will determine next steps, including possible removal, trespass notice, or legal follow-up.
10. All threats must be treated as credible until proven otherwise. Do not minimize or ignore warning signs.