**SOP 33 – Incident Involving Law Enforcement on Site** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If police or law enforcement arrive on property for any reason, notify the General Manager or on-site lead immediately.
2. Do not interfere with or question law enforcement activity. Cooperate fully and follow their instructions.
3. If the officers are responding to a guest or incident:  
   * Provide directions and assist with locating the person or site as requested
   * Remain neutral and do not provide opinions
4. If the reason for their presence is unknown, calmly ask for clarification:  
   * “Is there anything we can assist you with?”
   * “Would you like us to clear the area or notify management?”
5. Do not allow bystanders or other guests to gather near police activity. Redirect foot traffic and create a clear perimeter if needed.
6. Document the event in an Incident Report including:  
   * Date and time of arrival
   * Number of officers and vehicles
   * Reason for presence (if known)
   * Any actions taken by staff or police
   * Names of involved guests or staff (if applicable)
7. Do not take photos or videos of law enforcement unless instructed or permitted.
8. Management will handle any necessary follow-up with legal, media, or guest concerns. Do not speculate or discuss the incident with others.