**SOP 36 – Incident Involving Discrimination or Harassment Claim** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If a guest, staff member, work camper, or volunteer reports discrimination or harassment based on race, gender, religion, disability, age, sexual orientation, or other protected status, respond calmly and take the complaint seriously.
2. If the behavior is ongoing or poses a threat, separate the individuals involved and call the General Manager immediately.
3. If the report involves violence or threats, call 911 without delay.
4. Do not attempt to resolve the conflict yourself. Do not offer excuses, minimize, or dismiss the claim.
5. Record:  
   * Names of all parties involved
   * Time, location, and nature of the behavior or remarks reported
   * Witness names and site numbers (if any)
6. Assure the reporting party that the matter will be addressed confidentially and in accordance with park policy.
7. Complete an Incident Report including:  
   * Factual summary of the complaint
   * Who was notified
   * Actions taken (e.g., separating guests, pausing duties)
8. Do not discuss the matter with others. Maintain privacy and discretion.
9. The General Manager or owner will lead the investigation and determine next steps, which may include warnings, guest removal, or involvement of legal counsel.
10. All complaints of discrimination or harassment must be documented and handled promptly, respectfully, and according to applicable state and federal laws.