**SOP 41 – Incident Involving False Emergency Report or Prank Call** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If emergency services are dispatched and it becomes clear the call or report was false, cooperate fully with police, fire, or EMS upon arrival.
2. Do not accuse anyone directly of making a false report. Notify the General Manager or on-site lead immediately.
3. Record:  
   * Time the emergency call was made
   * Who reported the emergency
   * Nature of the false claim
   * Whether it disrupted normal operations or caused panic
4. Preserve any evidence (texts, calls, written notes) if the prank or false report was made through a traceable method.
5. Take note of any guests or staff reacting to the incident with unusual behavior or attempting to leave quickly.
6. If a guest is identified as the source of a false emergency:  
   * Do not engage directly
   * Let law enforcement handle the situation
7. Complete a full Incident Report including:  
   * Emergency response details
   * Disruption caused
   * Witnesses or guests affected
8. Management will determine whether disciplinary action, eviction, or law enforcement charges are necessary.
9. All false reports or pranks involving emergency services are considered serious incidents and may result in criminal charges.
10. Reinforce to all staff, volunteers, and guests that misuse of emergency systems is prohibited and will not be tolerated.