**SOP 46 – Incident Involving Gas Leak or Propane Odor** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If a gas or propane odor is detected anywhere on the property, treat it as an emergency and call 911 immediately.
2. Evacuate the immediate area and instruct guests and staff to avoid using any electrical switches, phones, engines, or open flames.
3. Notify the General Manager or on-site lead without delay.
4. Do not attempt to locate or stop the leak yourself unless you are trained and authorized to do so.
5. Block off the area using cones, tape, or vehicles. Keep all guests and personnel at a safe distance.
6. If the leak is coming from a guest’s RV or propane tank:  
   * Inform the guest calmly and direct them away from the source
   * Do not allow them to re-enter the area until cleared by fire or gas professionals
7. Record:  
   * Time the odor was reported
   * Exact location and any visible signs of leakage
   * Who reported the issue
   * Any actions taken prior to emergency response arrival
8. Complete an Incident Report including:  
   * Description of the event
   * Emergency services response
   * Impact to nearby sites or park operations
9. Do not allow any staff or guests to return to the affected area until it is fully cleared and declared safe by emergency personnel or utility technicians.
10. After the incident, management will review all safety procedures and determine if further inspections or repairs are necessary.