**SOP 51 – Incident Involving Water Supply Contamination or Disruption** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If the park’s water supply is suspected to be contaminated (e.g., discoloration, odor, taste complaints, illness reports), stop use immediately and notify the General Manager or on-site lead.
2. If illness is reported or contamination is confirmed, contact the local Board of Health or public utility authority and follow their guidance.
3. Shut off water to affected zones if instructed or if it prevents further exposure.
4. Post clear signage at all restrooms, spigots, and water access points stating: “DO NOT DRINK – WATER UNDER INVESTIGATION.”
5. Notify all guests using:  
   * Door tags
   * Text alerts
   * Staff outreach
6. Record:  
   * Time of first report
   * Areas affected
   * Guest complaints or symptoms
   * Any on-site conditions (e.g., flooding, backflow, damaged plumbing)
7. If bottled water or sanitation alternatives are available, distribute them to guests until the issue is resolved.
8. Complete an Incident Report including:  
   * Description of the issue
   * Immediate actions taken
   * External agencies contacted
9. The water system must be inspected and tested by a licensed professional before reactivation. Clearance must be received in writing.
10. Document resolution steps, and retain all reports, lab results, and communication logs for regulatory compliance and liability protection.