**SOP 7 – Hazardous Conditions or Utility Failure** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If there is an immediate safety threat (e.g. gas smell, downed power line, flooding), call 911.
2. For non-emergency failures (e.g. water outage, power loss, broken sewer connection), notify the General Manager or on-site lead immediately.
3. Do not attempt repairs unless you are specifically trained and authorized.
4. Secure the affected area:  
   * Block off with cones, tape, or signage
   * Keep guests and vehicles away
   * If indoors (bathhouse, office), post “Closed for Maintenance” sign
5. For gas leaks:  
   * Evacuate the area
   * Do not use electrical switches, phones, or anything that could spark ignition
   * Wait for fire or utility professionals
6. For electrical issues:  
   * Shut off breakers if safe and instructed
   * Do not touch wet electrical equipment
7. For water or sewer issues:  
   * Avoid contact with any contaminated water
   * Block access until a professional resolves the problem
8. Complete an Incident Report with:  
   * Time and nature of the failure
   * Areas affected
   * Temporary steps taken
   * Any guest impact or complaints
9. Inform affected guests with accurate, brief updates and expected resolution timelines if known.