**SOP 9 – Severe Weather or Natural Disaster** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. Monitor weather alerts from the National Weather Service and local authorities. Keep a charged phone or radio on hand.
2. If a warning is issued for severe weather (tornado, hurricane, flooding, lightning storm), notify the General Manager or on-site lead immediately.
3. Sound the emergency alert (horn, bell, radio broadcast, or door-to-door) to warn guests of the situation.
4. Direct all guests and staff to safe shelter:  
   * Bathhouses, lodge buildings, or designated storm shelters if applicable
   * Never shelter in RVs during tornado warnings
5. If time allows:  
   * Instruct guests to secure loose outdoor items (awnings, grills, furniture)
   * Disconnect water, sewer, and power lines to RVs if instructed
6. Do not drive or allow guests to drive during active storm conditions unless evacuating under official orders.
7. After the event, check for:  
   * Downed power lines
   * Tree limbs
   * Utility damage
   * Injured persons
8. Call 911 for any injuries or serious hazards. Do not allow guests into damaged areas until cleared by emergency personnel or management.
9. Complete an Incident Report documenting:  
   * Time and type of event
   * Actions taken
   * Any guest injuries or damage
   * Response coordination
10. Communicate clearly with guests about next steps, closures, or safety measures. Use signage and direct updates as needed.