

Attachment #B: EMERGENCY RESPONSE PLAN

EMERGENCY RESPONSE PLAN

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1. OBJECTIVES

This document and the references and attachments serve as the emergency preparedness and response plan for the Division of Capital Asset Management and Maintenance - Jamaica Plan. The purpose of this plan is to act as an internal guide during emergency situations and describes the types of hazardous materials handled at this site and corresponding internal response procedures.

2. SCOPE

The scope of this response plan includes the following emergency situations: medical emergencies, fire, security; hazardous chemical and biological material release (raw materials and wastes), natural disasters and facility evacuation.

3. RESPONSIBILITIES



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- A. Security: Responsible for understanding the emergency communications system (telephones, intercom, pagers, and fire alarm) and being proficient in activating these systems and notifying appropriate internal responders as required. They are also responsible for relaying information about the emergency to outside responders, if the details were reported via the internal emergency telephone # (X5911). Responsible for ensuring that all visitors sign in to the facility upon their arrival. Responsible for performing perimeter and internal security rounds.
- B. Facilities Department: Responsible for managing the security guard function, the employee and visitor badge system, as well as all security related equipment such as ID card readers. Acts as facility liaison with Fire Department; assist Fire Department in locating the source of the fire (or alarm) as directed by the Fire Department and maintaining fire protection/prevention system (smoke alarms, fire alarms, fire extinguishers). Provides support to allow response to a hazardous spill. This may include: evacuating personnel as directed by Incident Commander, shutting off or activating utility services to reduce or remove spill hazards, crowd control/security efforts, janitorial level clean-up (of non-hazardous releases).
- C. DCAMM Safety: Responsible for providing Fire Department with information regarding the hazards present in areas affected by fire. Implements appropriate emergency operations, including if deemed necessary the following: performing a hazard assessment, activating alarms, communicating with outside agencies, determining the scope of response, preventing spread or further release and coordinating spill remediation. Responsible for performing accident investigations.
- D. Employee: Responsible for understanding the emergency activation system for fires, medical emergencies, chemical spills, suspicious packages, etc. Responsible for reporting confirmed or suspicious security related issues.
- E. Manager/Supervisor: In addition to employee responsibilities described above, responsible for filing an accident report form with worker's compensation administrator. Responsible for reinforcing employee and visitor understanding of fire evacuation requirements and assuring that employees attend mandatory training sessions.

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4. DEFINITIONS

Site Information	Description
Site Address, Phone, Fax	Facility is located at 305 South Street, Jamaica Plain, Massachusetts, telephone (617) 983-6200
Operations Description	Operations on this campus include: DPH laboratories providing laboratory analysis of specimens for infectious diseases, environmental toxins, bioterror agents, New England Newborn Screening laboratories and various DPH offices. This location utilizes certain hazardous materials (chemicals, biohazardous materials, radioactive materials). Wastes generated from these operations include: solid waste, hazardous waste, biohazardous waste, and radioactive waste. All hazardous materials and wastes are handled in strict accordance with internal environmental safety and health procedures and local, state, and federal regulations.
Facility Construction and Layout	The facility is primarily constructed of concrete or brick superstructure, with a reinforced concrete membrane roof, and various interior finishes, dependent upon the operation. The facility is comprised of three buildings: the Tower, the Massachusetts Biologic Laboratories and the Stables Building. Attachment 4: Site Plans.
Environmental Discharges	<u>Air Discharges:</u> Facility is a registered source for restricted air emissions. Operations generating potentially volatile or corrosive chemicals are confined to ventilated work stations (fume hoods, etc.), ventilated to the atmosphere, in compliance with state and federal Clean Air Act requirements and other applicable regulations. <u>Wastewater Discharge:</u> Operations generating wastewater discharge to a publicly owned treatment works, and are regulated by regional (MWRA), state and federal regulations.
Waste Disposal Contractors	<u>Hazardous waste:</u> <ul style="list-style-type: none"> • Triumvirate Environmental, HQ 61 Innerbelt Road, Somerville, MA 02143 800.966.9282 <u>Biohazardous waste:</u> Stericycle, 1-800-633-9278 <u>Solid waste:</u> Republic Services, 320A Charger Street, Revere, MA 02151
Spill Contractors	Cyn Environmental 1-800-242-5818 Clean Harbors: 800-OIL-TANK
Community Contacts (local)	Boston Fire Dept.: 911 (emergency) or 617-536-1500 Boston Police Dept.: 911 (emergency), 617-343-4200 (non-emergency) Faulkner Hospital: 1153 Centre Street, Jamaica Plain, MA, 617-983-7700 Boston Health Dept.: 617-534-5264 Weather Update: 617-936-1234
Hazardous Materials: Biohazards	Biohazardous materials primarily consist of human specimens, animals, and microbiological cultures. Blood, blood products and known infectious agents are handled by using "universal precautions" (as if all materials were infectious) or a higher level of safety precautions, by properly trained staff. The majority of biohazardous materials are stored in freezers or refrigerators.



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Site Information	Description
Hazardous Materials: Biohazardous Waste	Biohazardous wastes are disposed of via: disinfection, sterilization, or off-site disposal. Liquid biohazardous wastes are steam sterilized or disinfected, and disposed of via the sewer system. Solid biohazardous wastes (i.e., gloves, plastic goods, animal carcasses) are collected in plastic lined, cardboard containers; sharp biohazardous materials (needles, etc.) are collected in leak-proof, puncture resistant containers and disposed in plastic lined, cardboard containers. All solid biohazardous materials are disposed of via a licensed medical waste disposal contractor.
Hazardous Materials: Chemicals	Chemicals used in the facility include solids, liquids and compressed gases - Safety Data Sheets for all chemicals in the facility are maintained at the SLI second floor Room 207 Chemical inventory is located at the Security Desk. Chemical management includes the use of "engineering controls" (compatible containers, ventilated workstations), personal protective equipment (safety glasses, lab coats, gloves), and work practice guidelines (proper storage, labeling, special precautions).
Hazardous Materials: Hazardous Chemical Waste	<p>Satellite accumulation areas (SAAs) are located at the various points of generation throughout the facility. Locations are posted with signage, and inspected weekly. All hazardous wastes are labeled with contents described and hazards identified.</p> <p>Hazardous wastes generated at satellite accumulation areas are picked up from the point of generation by a hazardous waste contractor and stored in a Main Accumulation area (062A), in compliance with all local, state and federal regulations.</p> <p>Hazardous wastes are disposed of via a licensed Treatment, Storage, Disposal and Recycling facility (TSDR), in compliance with all applicable regulations. A list of hazardous waste streams is available in the Environmental Health and Safety regulatory files.</p>

5. SUPPLIES

Emergency Features and Equipment	Description
Emergency Exits & Egress	Emergency exits and routes are marked by lighted, ceiling mounted signs, and are connected to the emergency power system. In the event of a power failure, these signs will continue to be lighted. See Attachment 5: Emergency Evacuation Procedure , for additional information. Main evacuation routes are maintained with adequate aisle space (minimum of 42 inches) throughout the facility.
Evacuation Route Posting and Emergency Signage	Evacuation routes are posted in areas where hazardous materials are utilized. Emergency equipment (fire extinguishers and fire alarm pull stations) is identified on the evacuation posting and via wall signage. In addition, all telephones are posted with the internal



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Emergency Features and Equipment	Description
	emergency number (x5911) to activate the appropriate emergency response personnel.
Fire Extinguishers	The facility is equipped with fire extinguishers, which are to be used by trained personnel only. Fire extinguishers are certified annually.
Fire Pull-Stations/Alarms	Fire alarm pull-stations are located throughout the facility; these stations are used in the event of a fire or to initiate the evacuation plan for other reasons (spill, drills, etc.). This system is checked at least annually.
Sprinkler Systems	Sprinkler systems are provided throughout the facility. Elevated temperatures, associated with a fire situation activate these systems. These systems are tested annually (valves and flow test).
Smoke Detectors	Smoke and heat detectors are provided within the entire facility. Smoke particulate or elevated temperatures, depending upon their location activate these systems. These systems are tested annually.
Emergency Showers and Eye Wash Stations	Emergency showers and eye wash stations are provided in areas where potentially corrosive materials may be present. The employee, in the event of an accidental exposure to the body or eyes activates these systems.
Spill Response Equipment	Supplies are located in designated areas throughout the facility. Locations are depicted in Attachment 4: Site Plans .
Emergency Communication Systems	Emergency Communication Systems: The emergency communication system includes: telephones, intercom system, hand-held radios and the fire/evacuation alarm. Emergency exits are well marked, and evacuation routes are posted. Fire/Evacuation Alarm: The fire/evacuation alarm (pull station) may be activated by any employee in the event of a fire. The Incident Commander in the event of a spill requiring the evacuation of the facility may also activate the alarm. The fire/evacuation alarm system includes a direct dial service to the Boston Fire Department.
First Aid Equipment	First aid stations are located throughout the facility.

6. SAFETY

Safety procedures for specific incidents are described in Section 8 of this document.

Spills Requiring Outside Assistance: Internal spill response activities are limited by personnel training and supplies. Activities that require outside assistance include:

- Situations requiring self-contained breathing apparatus respiratory protection for untrained employees;
- Fire fighting activities;
- Compressed gas cylinder incidents;
- Large-scale cryogenic material incidents (i.e., liquid nitrogen);
- Explosives/highly reactive/highly flammable material incidents;
- Releases where in-house training, supplies or personal protective equipment are not adequate. Although employees will not respond offensively to the above incident types, they may assist in activities outside of the spill zone, as directed by the incident commander or outside agencies.



7. PROCEDURES

FIRE EMERGENCY (See Evacuation Plan, Attachment #5)

Employee Procedures:

Evacuation of the SLI-Tower Building

- A continuous audible tone alarm and strobe light system is used to announce an evacuation of the entire building.
- When the alarm sounds, all persons must evacuate the building immediately using stairs at nearest exit. Do not re-enter the building.
- Do not go to another floor thinking it is not under alarm. Leave the building.
- Do not use the elevators. Walk calmly, do not rush or push.
- If possible shut down hazardous operations in progress before exiting.
- Close all doors upon exiting.
- Designated Emergency Team Leaders or alternates must check assigned rooms (if it is safe to do so) to ensure that employees have evacuated the area.
- Persons responsible for recording attendance must take the departmental sign-in sheets with them. Security personnel will take the various visitors logs.
- Listen for any audible alarm messages or announcements and follow directions.
- Supervisors and Emergency Team Leaders should be aware of any assigned areas where the overhead page system can not be heard and alert employees of emergency announcements or of any evacuation.
- Emergency Team Leaders should know of any disabled or handicapped persons who might need assistance to the nearest enclosed stairwell landing or other safe area and encourage able-bodied employees to assist those having difficulty walking down stairwells.
- The Command Center is located outside the main entrance of the building, in front of the flagpoles.
- Emergency Team Leaders will alert the Fire Command Coordinator at the Command Center of the location of the employee in need of assistance.
- The Fire Department will assist the employee in need.
- If an employee is injured during an evacuation, notify the Fire Command Coordinator who will arrange for medical assistance.
- These procedures apply if there is a specific floor alarm or a building wide alarm.
- Get away from the building, away from concrete and glass and away from access roads for emergency vehicles.
- All employees must assemble at the pre-designated or pre-assigned evacuation assembly area at the front of the building. No one should be at the back of the building. (See map of assembly areas on Emergency Evacuation Procedure).
- Attendance must be taken and all persons signed into the SLI-Tower Building must be accounted for, including all employees, visitors and contractors.
- Persons responsible for recording attendance must account for employees in the designated assembly area.

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- All persons and visitors not present at the assembly area must be noted and reported to the Fire Command Coordinator at the Command Center.
- When exiting the building do not prop doors open for re-entry. This allows quick access to unauthorized persons who are capable of harmful or malicious actions.
- Wait for the Fire Command Coordinator to declare an “all clear” for re-entry by waving the green flag.
- Once the all-clear signal is given, re-enter the building at the main entrance.
- Immediately notify Security of any ringing door alarms or of any suspicious persons or activities.

MEDICAL EMERGENCY- LIFE THREATENING (Attachment 6: Medical Emergency and Workplace Injury Procedure)

Employee Procedure, Medical Emergency

- Move employee away from hazard if it is safe to do so.
- Dial 9-911 for ambulance.
- Call in-house Help at ext. 5911 and describe incident and location for ambulance to set-up.
- Supervisor or co-worker: complete Accident Report Form (obtain form from Worker’s Compensation Administrator), and submit completed form within same shift.

MEDICAL CONDITION - NOT LIFE THREATENING (Attachment 6: Medical Emergency and Work Place Injury Procedure)

Employee Procedure, Medical Situation

- Remove employee away from hazard if it is safe to do so. For chemical, biological, radioactive exposure, remove contaminated clothing and wash exposed area with water for a minimum of 15 minutes. For chemical exposure, obtain a safety data sheet from Room 207, second floor SLI Building, SDS files.
 - Obtain medical assistance or advice if required: For work-related injuries, contact New England Baptist Hospital, 125 Parker Hill Ave., Boston, MA, 617-754-5620, 8 am – 4 p.m., Monday – Friday. For all other times, contact Beth Israel Deaconess Medical Center EAST Campus ER, Boston, MA, 617-754-4000 to obtain medical advice.
 - Notify the in-house HELP phone at x5911 of the incident location, if applicable.
 - Provide employee or fax material safety data sheet for chemical exposures to: NE Baptist Hospital fax: 617-754-6453 or Beth Israel Deaconess Medical Center EAST Campus ER fax: 617-754-2499.
- Supervisor: complete Accident Report Form (obtain form from Worker’s Compensation Administrator), and submit completed form within 24 hours.

SECURITY EMERGENCY (Theft, Intruder, Loss of Select Agent, Etc.)

Employee Procedure, Security Emergency:

If the threat is received in a letter by mail:

- Keep calm.
- Handle the letter or envelope containing the threat as little as possible to avoid compromising fingerprints. Preserve any items as evidence.



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- Treat the scene as a crime scene. Preserve evidence for law enforcement for forensic examination of criminal evidence and fingerprinting, (regardless of whether the threat is determined to be accompanied by a hazardous material).
- Notify Security at 5911.
- Security must notify the Facilities Manager, the Maintenance Manager or the Security Supervisor.
- Security will call the State Police at 617-740-7600 as instructed by one of the above persons.
- The State Police will report the incident to the State Bomb Squad at 508-820-2121.
- Security will notify the Bioterrorism Response Laboratory at 617-590-6390.
- The BT Director will contact the Postal Inspector or other appropriate law enforcement (local FBI WMD coordinator) as warranted.
- The U.S. Postal Inspection Service must be notified whenever it appears that the threat was delivered through the U.S. Postal Service.
- Any sample (evidence) collection must be coordinated with law enforcement (FBI).
- Transfer custody of evidence to law enforcement as soon as possible. Maintain chain of custody by obtaining a record of names and signatures every time the custody of the item changes hands.

BOMB THREAT

If the threat is received over the phone:

- Keep calm and keep talking to the caller.
- Do not hang up.
- If possible signal a co-worker to call Security at 5911.
- Security will call the State Police at 617-740-7600 to report a bomb threat call in progress.
- Fill out the Employee Bomb Threat Checklist, Attachment 10, while talking to the caller.
- Ask the caller to repeat the message and write it down.
- Repeatedly ask questions.
- Ask where the bomb is and when it is to go off.
- Listen for background noises.
- Write down the noises, gender, pitch of voice or any accent.
- Ask for the person's name, exact location and phone number.
- After the caller hangs up, sign and date the Employee Bomb Threat Checklist.
- Xerox a copy and bring it to Security immediately so that the information can be passed onto the State Police.
- Security must notify the Facilities Manager, the Maintenance Manager or the Security Supervisor.
- The State Police will contact the Bomb Squad at 508-820-2121 to perform a search as warranted.
- The State Police Bomb Squad will determine if the building is to be evacuated.
- All employees must follow the building evacuation procedures.

If the threat is received face to face:



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- Ask the person where the bomb is, if they placed it, what it looks like, where it is, and why they would do it.
- If possible signal a co-worker to report the individual and the incident immediately by calling Security at 5911.
- If the person is not familiar to you, make a mental note of his/her physical characteristics.
- Notify Security of any details of the conversation or description of the individual.
- Security must notify the Facilities Manager, the Maintenance Manager or the Security Supervisor.
- Security will also call the State Police at 617-740-7600.
- Security or the State Police will remove the employee from the area and hold them for questioning.
- If not a hoax, Security will call State Bomb Squad at 508-820-2121 and immediately evacuate the building.
- The Bomb Squad will assess the situation on site and notify other agencies as appropriate.
- If an evacuation is ordered, follow Emergency Evacuation Procedures, Attachment 6.

SUSPICIOUS PACKAGE

General Guidelines for Packages:

- No packages are to be left or dropped off at the security desk in the reception area at the main entrance to the Tower Building.
- All packages containing specimens for pick up and/or delivery must be placed in the designated holding area in specimen receiving.
- Packages containing forms, fact sheets legal papers, manuals, etc. are to be left on the table designated for that purpose, to the right of the reception desk.
- Inform security personnel when a package is to be dropped off or picked-up, what it is, who will be leaving the item and who will pick it up.
- Packages should be inspected by visual or noninvasive techniques.
- All packages must be clearly marked with the name, address and phone number of the person responsible for the package.

Suspicious Packages:

Any package or item that does not appear to be consistent with what is expected should be considered suspicious. Some things to consider when inspecting packages, letters or containers are as follows:

- Packages, containers or letters with misspelled words, badly typed or written
- Packages resealed or tampered with
- Incorrect title or addressed to a persons' title only
- Badly taped or completely sealed with tape
- Noises emanating from package
- Lopsided or uneven packages



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- Rigid or bulky packages or envelopes
- Oily stains, discolorations or crystallization on the outside wrapper
- Excessive tape or string around the package
- Protruding wires from the package
- Strange odor
- No return address on envelope or package
- Restrictive markings such as "PERSONAL" marked on envelope or package
- Powder or other suspicious substance on the outside of envelope or package
- Excessive postage on envelope or package
- Possibly mailed from a foreign country
- Location of package. Would one expect to find a package in this location?

General guidelines for handling mail or packages suspected of containing a biological, chemical or radiological threat or a bomb threat at the MDPH/SLI Tower Building:

- Stop. Do not handle or open the item. Do not bump, shake, smell, touch or taste the item.
- Isolate the item immediately by cordoning off the area.
- Keep a distance from the package.
- Evacuate immediate occupants.
- Notify Security at 5911.
- Security must notify the Facilities Manager, the Maintenance Manager or the Security Supervisor.
- Security will evacuate other areas as warranted.
- Security will call State Bomb Squad at 508-820-2121.
- Security will also call the State Police at 617-740-7600
- Security will notify the Bioterrorism Response Laboratory at 617-590-6390. The BT Director will contact the Postal Inspector.
- The Bomb Squad will assess the situation on site and notify other agencies as appropriate.

CHEMICAL SPILLS- SMALL

Employee Procedure, Small Chemical Spills

- Alert others in the area of the spill.
- Wear appropriate protective equipment: chemical-resistant gloves, lab coat, and eye protection.
- Place spill pads or blankets around the edges of the spill and absorb the spill.
- Place the contaminated spill pads and blankets in a plastic bag.
- Decontaminate the spill area with detergent.
- Label the bag with a completed hazardous waste label and arrange for pick-up.
- Notify your supervisor and DCAMM Safety of the spill.

CHEMICAL SPILLS – LARGE OR UNCONTROLLED

Employee Procedures, Large Chemical Spills



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- Alert others in the area and your supervisor of the spill.
- If emergency medical assistance is required, call 9-911. Give them the exact location of the victim and the details regarding the spill.
- Call in-house Help @ x5911 and report details of the spill:
 - Names of any injured employees
 - Name of chemical spilled
 - Approximate volume spilled
 - Time of spill
 - SDS information, if available
 - Exact location of the spill (building, wing, floor, room number)
 - How the chemical spill was generated
 - Ambulance arrival location (if emergency medical assistance was requested for injuries)
- Prevent the spill from spreading by covering drains with pads, closing doors, placing pads under doors, etc.
- If the chemical is flammable, turn off all ignition sources remotely before evacuating the area.
- Evacuate the area.

Incident Command Activities, Large Spills:

- Identify the hazardous substances or conditions posing a threat.
- Determine if in-house response is available, if not contact outside contractor.
- Determine of "spill zones" including a hot zone, decontamination zone and safe zone.
- Assign duties and responsibilities associated with a particular release.
- Use engineering controls (i.e., local or general ventilation) to isolate or dissipate the hazard (in accordance with applicable regulations).
- Use appropriate personal protective equipment for assessment, clean up and decontamination activities.
- Use absorbents and/or adsorbents to clean up the release of hazardous materials.
- Report release to outside agencies, as required.

BIOLOGICAL SPILL – LABORATORY AREA

- Alert all others in the area of the spill.
- Allow aerosols to settle.
- Cover the spill with dry paper towels.
- Use the appropriate disinfectant currently in use to neutralize the biological hazard.
- Wear appropriate PPE, such as gloves, lab coat, and face shield and respirator where required.
- Pour the disinfectant around the edges of the spill to avoid further aerosolization or alternatively, paper towels soaked in the disinfectant can be placed over the spill area.
- Remove any extraneous items from the spill site that need to be decontaminated.
- Allow the disinfectant to remain in contact with the spill for approximately 20 minutes.



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- Gather up all materials used to clean up the spill and contaminated items and place them in an autoclave bag (remove glass or sharps with forceps).
- After cleanup, wipe down affected area with 5% bleach solution, rinse the area with water and allow to air dry.
- Autoclave all contaminated items.
- Contact the Lab Supervisor and DCAMM Safety.

BIOLOGICAL SPILL – COMMON AREA

- Place warning sign around the periphery of the spill to alert others of the spill.
- If the first witness is one of the laboratory staff or a supervisor, they should clean up the spill according to the guidelines above.
- If not first witnesses by laboratory staff or a supervisor, call in-house Help at ext. 5911.

RADIOACTIVE MATERIAL RELEASE

- Alert others in the area and your supervisor of the spill.
- Begin containing the spill with spill pads and blankets
- Rope-off or guard area to prevent entry.
- Call the internal HELP phone (x5911) and report the details of the release

ODOR

- Odor that is particularly strong or persistent or that is causing an adverse physical reaction, employee first notifies supervisor who performs initial investigation.
- If the source of the odor is unknown or if additional assistance is required the supervisor may then call DCAMM Safety for assistance. Employees may vacate the area until the odor concern has been addressed.
- Call in-house Help at ext. 5911
- Facilities and/or DCAMM Safety will investigate the source.

NATURAL DISASTERS AND SEVERE WEATHER

FLOODS - Facilities Management

- Shut off gas and electrical power if necessary.
- Monitor water seepage into the basement and plug leaks.
- Pump water out of the basement. Obtain additional pumps if needed.
- Monitor storm drains for back up. Plug lines in manholes if necessary.
- Unbolt and leave the tops on manholes.
- Anchor, brace, or relocate equipment that could float.
- Begin sandbagging if needed.
- Assist in rescue efforts.



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FLOODS - DCAMM Safety

- Act as a resource on issues of safety involving, environmental, chemical, fire, and biological hazards
- Survey areas of hazardous materials and operations and direct activities for safely securing such material
- Assist in rescue efforts.
- Assume control of command center

FLOODS – Employees

- Assist in securing and protecting instruments and materials
- Await notification for evacuation

SEVERE WEATHER (Hurricanes, Tornadoes, Storms) - Facilities Management

- Shut off gas and electrical power if necessary.
- Assist in rescue efforts.
- Monitor radio and television broadcasts for progress reports.

SEVERE WEATHER (Hurricanes, Tornadoes, Storms) DCAMM Safety

- Survey areas of hazardous materials and operations and direct activities for safely securing such material
- Assist in rescue efforts.
- Assume control of command center
- Act as a resource on issues of safety involving, environmental, chemical, fire, and biological hazards

SEVERE WEATHER (Hurricanes, Tornadoes, Storms) - Employees

- Await notification for evacuation
- Assist in securing and protecting instruments and materials.

UTILITY FAILURE

Power Outage

- Remain calm.
- If possible, call Facilities Maintenance at X 6545 or Security at 5911.
- If you are in an unlighted area, proceed cautiously to an area that has lighting. Provide assistance to others in your area that may be unfamiliar with the space.
- If instructed to evacuate, proceed cautiously to the nearest exit.

Note: Major campus buildings are equipped with an emergency light system that within 10 seconds of electrical failure will provide enough illumination in main corridors and stairways for safe exiting.



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Elevator Failure

- All elevators are equipped with emergency phones. If you are trapped in an elevator, contact Security via the emergency phone. If you discover an emergency (i.e., trapped occupants) involving an elevator, phone Security X5911.

Serious Gas Leak

- Cease all operations and immediately vacate the area.
- Do not turn on or off any electrical appliances, lights, etc.
- From a distant phone immediately call Facilities Maintenance at X 6545 or Security at 5911.

Plumbing Failure/ Flooding

- Call Facilities Maintenance at X 6545 or Security at 5911 immediately, tell respondent of the exact location and severity of leak.
- If there are electrical appliances and outlets near the leak, use extreme caution.
- If there is any possible danger, evacuate the area.
- If you know the source of the water and can safely stop it (i.e. unclog the drain, turn off the water, etc.) do so cautiously.
- Be prepared to assist as directed in protecting objects that are in jeopardy. Take only essential steps to avoid or reduce immediate water damage, by covering, removing or elevating them.

WORKPLACE VIOLENCE

The Commonwealth of Massachusetts adheres to a workplace violence policy administered by the Human Resources division. General responsibilities include:

Employees

- Be responsible for securing their own workplace.
- Be responsible for questioning and/or reporting strangers to supervisors.
- Be aware of any threats, physical or verbal, and/or any disruptive behavior of any individual and report such to supervisors.
- Do not confront individuals who are a threat.
- Be familiar with the resources of the Employee Assistance Program.
- Take all threats seriously.
- Report incidents to supervisors

Managers & Supervisors

- Inform employees of workplace violence policies and procedures.



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- Ensure that employees know specific procedures for dealing with workplace threats and emergencies, and how to contact police, fire, and other safety and security officials.
- Respond to potential threats and escalating situations by utilizing proper resources from the following: local law enforcement and, human resources staff, and the Employee Assistance Program.
- Take all threats seriously.
- Check prospective employees' backgrounds prior to hiring.

Report emergencies immediately to X5911

8. EMERGENCY NOTIFICATIONS

Internal Contact Notifications: During normal work hours, internal contacts are notified by telephone or intercom. After hours, security guard procedures exist for contacting internal contacts via telephone. Key, internal emergency contacts are included in **Internal Contact List: Attachment 1.**

External Contact Notifications: All outside agency notifications are coordinated through the Incident Commander or a representative designated by the Incident Commander. Communications with outside agencies shall be recorded in writing to verify the time, date, and the nature of the communication and names of the communicating parties. This information shall be submitted to DCAMM Safety for record keeping purposes. External emergency notification information is included in **External Notification List: Attachment 2.**

9. ATTACHMENTS

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Attachment 1: Internal Contact List, Emergency Response Plan

Name	Emergency Response Role	Business Phone #	Cellular Phone
Michael Pentella, PhD.	Director, Bureau Of Laboratory Sciences:	617-983-6201	617-276-7289
John Nickerson	Facilities Manager	617-983-6545	617-874-7268
Mario Maciel	Security Supervisor	617-983-6212	617-686-4567
	Biological Response: Emergency Number 24/7	617-590-6390	
	Chemical Response: Emergency Number 24/7	617-590-6390	

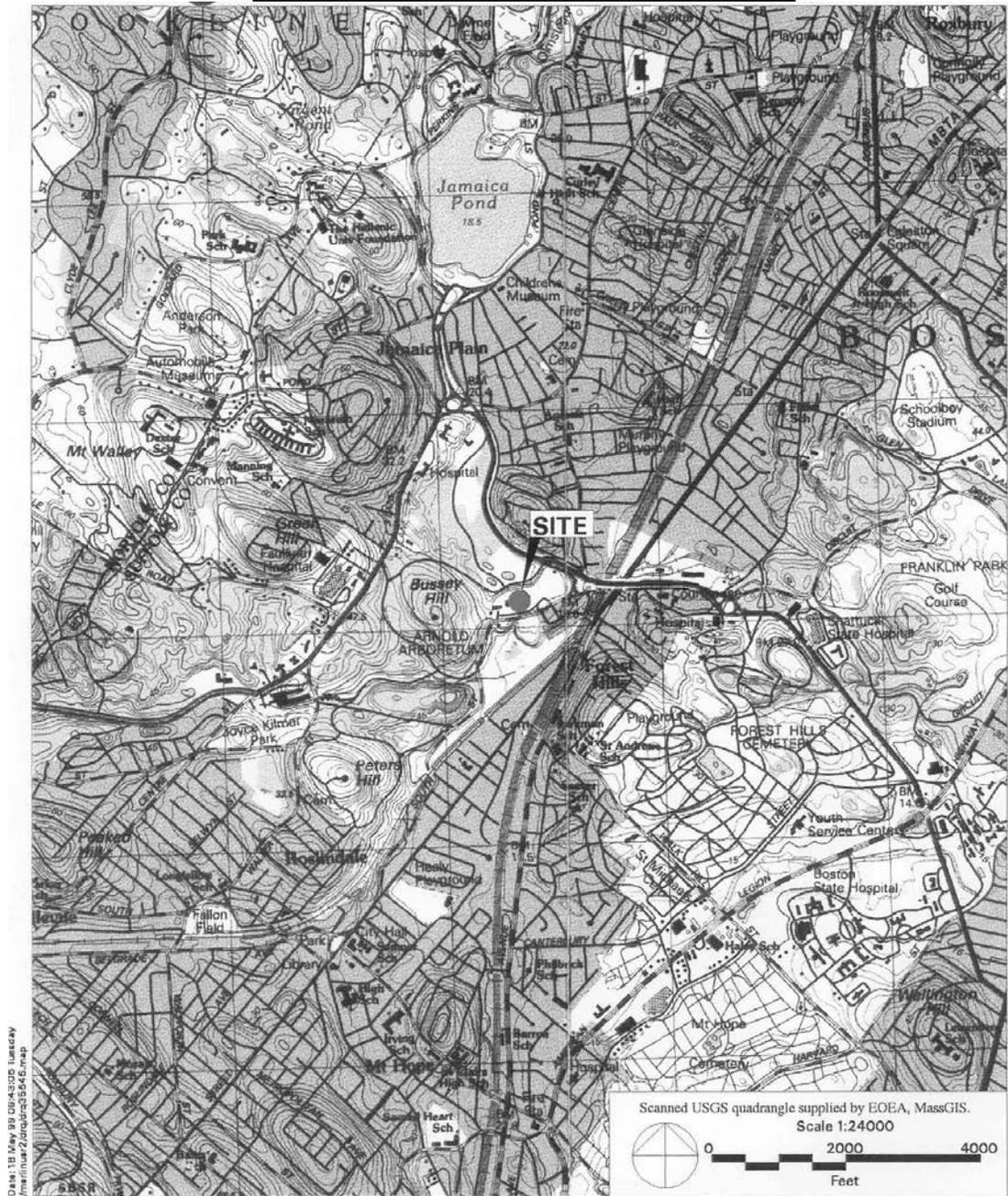


Attachment 2: External Contact List, Emergency Response Plan

Outside Agency Name	Outside Agency Telephone	Reporting Requirements	Comments
Department of Environmental Protection (DEP), Northeast Region	978-661-7601, after hours, 888-304-1133	Applies to releases "to the environment"; ground, water or air that exceed certain quantities. If the material and volume are "reportable", as defined by the Massachusetts Contingency Plan or the MWRA, additional agencies summarized in the Hazardous Materials Reportable Release Notification Master List MAY need to be notified, depending on the type, volume and nature of release.	The type of material spilled, its location and volume determine if outside agencies must be notified. For certain materials or situations, <u>a two-hour reporting window is permitted, once knowledge of the release has been obtained.</u> Refer to Mass. Regulated Chem. Source Book, Vol. 1, "RQ" section for up-to-date listing of chemicals; a copy of this reference is available in the Env. Health & Safety Office
Boston Fire Department	9-911 (fire) 617-437-9652 (emergency management division)	See DEP reporting requirements. Also applies to injuries & internal spills where emergency assistance is required.	A DEP-reportable release usually requires Boston Fire Dept. notification regardless of the level of response required. The DEP will determine notification requirements.
Massachusetts State Police – Bomb Squad	508-820-2121		
Massachusetts State Police	617-740-7600		
FBI Boston 24/7	617-742-5533		
Board of Health, City of Boston	617-534-5264	See DEP reporting requirements.	A DEP-reportable release <u>may</u> require Board of Health notification. The DEP will determine notification requirements.
National Response Center	800-424-8802	Applies <u>only</u> to CERCLA Federal reportable quantities. For general information, contact Superfund Hotline @ 800-424-9346.	Refer to Mass. Regulated Chem. Source Book, Vol. 1, "RQ" section for up-to-date listing of chemicals.
Massachusetts Water Resources Authority (MWRA)	617-305-5940	Sewer discharges exceeding MWRA limits or conditions.	Refer to MWRA Discharge Limitations and Prohibitions.



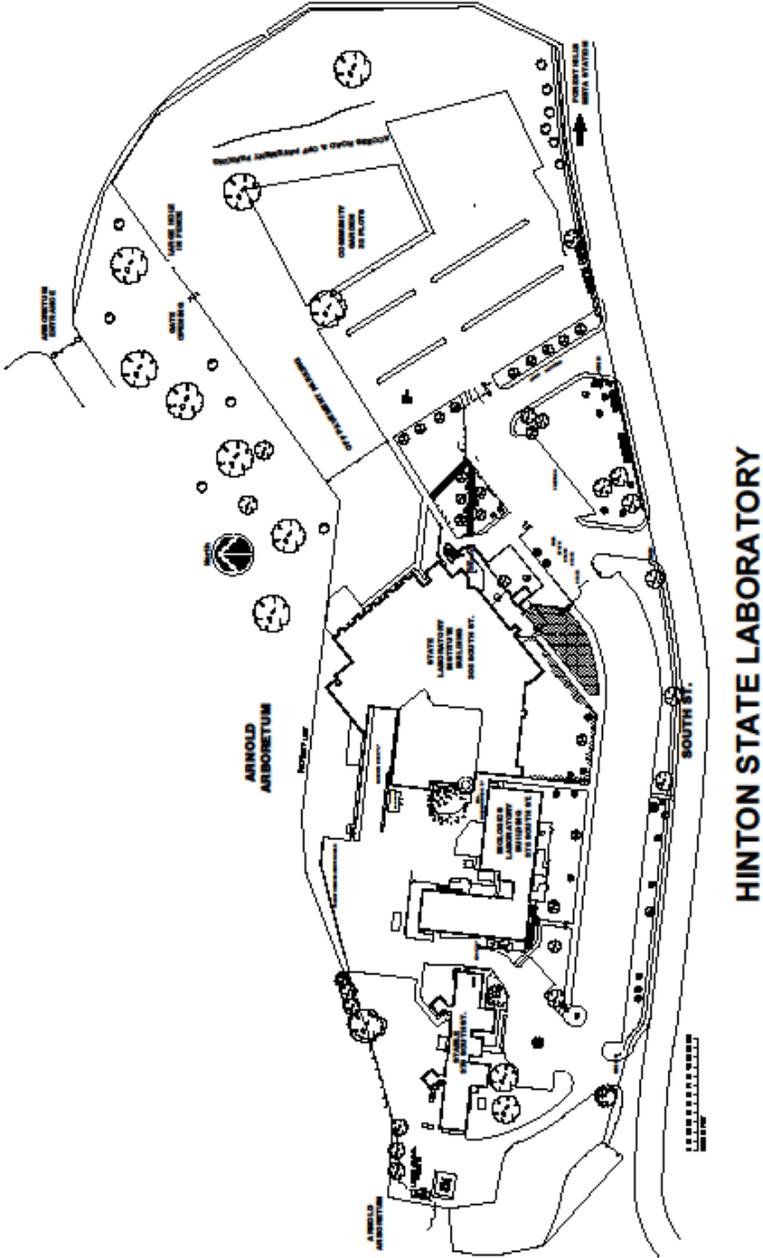
Attachment 3: Site Topographical Map:



**Figure 2 - 1
Site Locus Map**

HINTON STATE LABORATORY

Attachment 4: Site Plans



Attachment 5: Emergency Evacuation Procedure

Emergency Evacuation Procedure

The following procedure applies to all employees, visitors and contractors at the Jamaica Plain site:

Evacuation Procedure

Fire Reporting: If a fire is observed, activate the nearest fire alarm pull station, exit the facility and provide details to Fire Command Coordinators (facilities or safety personnel) stationed at front of building under alarm.



Exiting:

- **Shutdown hazardous operations:** If possible, operations in progress should be shut down before exiting. Inform Fire Command Coordinators at the front of the building under alarm area if operations may become hazardous while unattended.
- **Attendance recorder personnel:** Exit with your departmental sign-in log sheet.
- **Floor monitoring personnel:** Assigned floor monitors are to walk through assigned areas (if it is safe to do so), and report that employees have evacuated to their attendance recorder, stationed outside.
- **Leaving the building:** If an audible evacuation alarm sounds, all employees in the building must immediately leave the building via the nearest exit. Doors should be closed upon exiting. Do not use elevators to exit the facility. Do not relocate to a different floor that may not be under alarm.

Handicapped Evacuation: The floor monitor will escort disabled individuals, permanent employees or visitors, to the nearest enclosed stairwell landing or safe area. The floor monitor will alert the Fire Command Coordinators as to the location of the individual in need of assistance. The Fire Department will perform the evacuation.



Assembly: Evacuated employees must assemble in designated areas, as indicated on the map on the reverse side of this page.



Accounting for Personnel: The attendance recorder for each department must account for individuals present in the assembly area. If an employee has been identified as possibly missing, the attendance recorder coordinator must report this to the Fire Command Coordinators stationed at the front of the building under alarm.



Providing Critical Information:

- **Employee Injuries:** If an employee is injured in the course of a fire or evacuation, immediately report this information to Fire Command Coordinators stationed at the front of the building under alarm, who will obtain medical assistance.
- **Fire Incident Details:** If an employee knows or suspects the source of the fire or smoke, report this information to Fire Command Coordinators stationed at the front of the building under alarm.



Facility Re-Entry: Re-entry into the facility is permitted when the "all clear" signal is given by the responding fire department or from a Fire Command Coordinator. A green flag may be used to signal "all clear".

Alarm System Information

Alarm Zones: The three main buildings (SLI, Biologics, Stables) have separate alarm systems:

Alarm Description--SLI 8 Story Facility

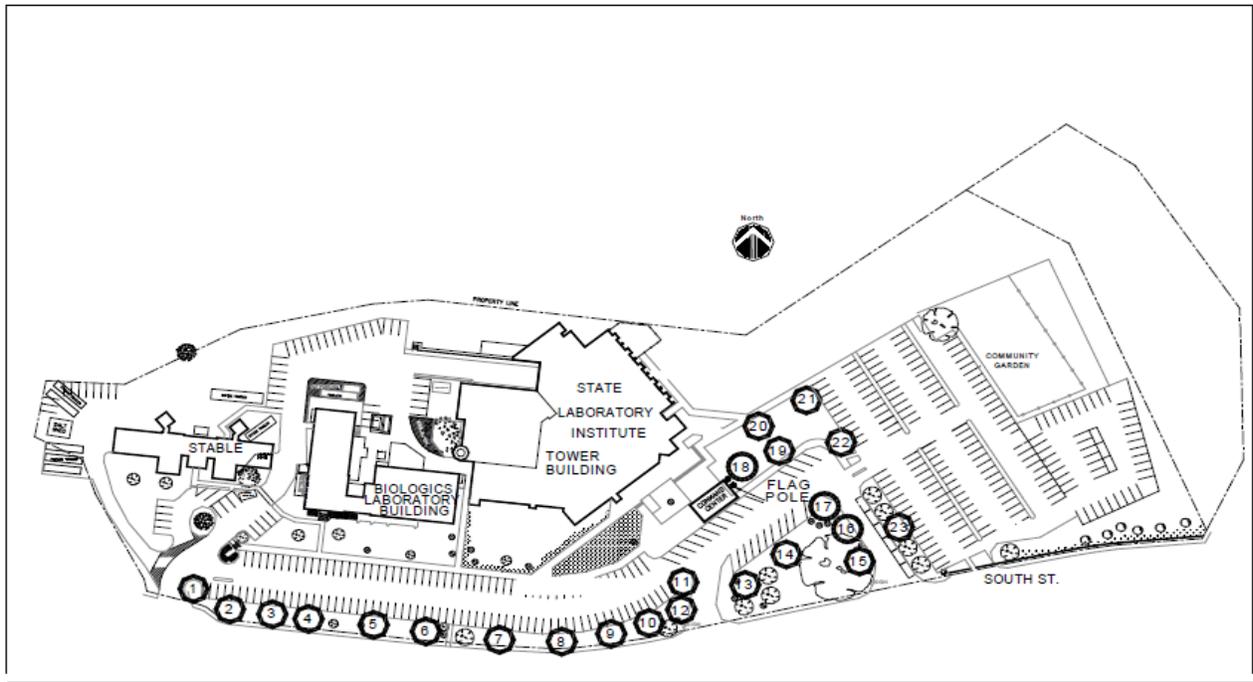
- A *continuous tone alarm and strobe light* system will activate for the entire facility.

Alarm Description—Biologics and Stables Facilities

- A *continuous tone alarm and strobe light* system will activate for the entire facility.



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DCAMM JAMAICA PLAIN CAMPUS MAP

(Numbers listed are emergency evacuation areas in the front parking lot of campus)

Evacuation Assembly Areas, Front Parking Lot			
Area	Group/Department	Area	Group/Department
1	BID Division of Global Populations and Infectious Disease Prevention	13	BID Administration (Tower); PH Nursing; Library
2	BID STD Division	14	BLS 4 th floor Microbiology Division Labs; BTR Lab
3	BID Administration (Stables)	15	UMASS Newborn Screening Lab
4		16	BID ISIS
5	Vaccines	17	BID – IT; UMMS Computer Services; MDPH Computer Services
6	Stockroom/Mailroom; MDPH Radiation Lab	18	DCAMM Facilities, Receptionist, Security, Janitors
7	MDPH BEH- Comm. Sanitation and Food Protection	19	BLS Glassware/Media/Kit Areas, Specimen Receiving,
8	BLS Blood Lead Lab	20	BLS Chemistry Division (3 rd floor east) personnel
9	Cafeteria Staff; Visitors attending 1 st floor events	21	BLS Molecular Dx & Virology Div.- Arbovirus, MDx Labs (4 th , 7 th , 8 th floors), Rabies, Virus Isolation, Virus Serology. Microbiology Div.- HIV/Hepatitis Lab.
10		22	BLS TB Lab; UMASS TB Lab
11	MDPH Purchasing & Contracts; EOHHS HR Personnel	23	BID Division of Epidemiology & Immunization, HIV/STD Surveillance
12	DCAMM Administration; BLS Administration	Front of building	DCAMM Safety, Facilities Manager, Security Manager



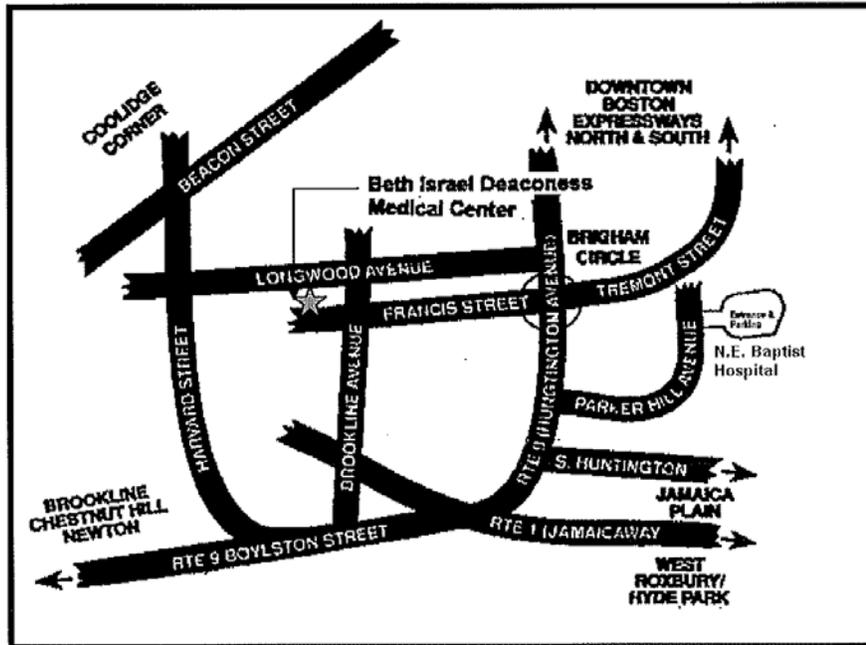
Attachment 6: Medical Emergency and Workplace Injury Procedure

Medical Emergency and Work Place Injury Procedure

Determine type of medical incident: ↙ ↘	
<p>Life-Threatening Emergencies:</p> <ul style="list-style-type: none"> • Remove employee away from hazard if safe to do so. • Dial 9-911 for an ambulance. • Dial x5911 to notify front desk of the injured employee's location. • Administer first aid/CPR <u>if you are trained</u>, or keep employee comfortable until assistance arrives. • Notify employee's supervisor of incident details. • Notify Environmental Health and Safety, X6207, X6213 or page: 617-675-1896 or 617-617-675-1021. • Supervisor must submit incident report and initiate an accident investigation within 24 hours. 	<p>Non Life-Threatening Injuries/Exposures (Work-Related):</p> <ul style="list-style-type: none"> • Move employee away from hazard if safe to do so. • Provide basic assistance (see below). <p style="text-align: center;">↓ ↓ ↓ ↓ ↓</p>
<p><u>General injuries:</u> keep employee comfortable, administer first aid/CPR <u>if you are trained</u>.</p> <p><u>Chemical/biological agents:</u> remove contaminated clothing, wash exposed area for 15 minutes. For chemical incidents, send a co-worker to obtain the chemical material safety data sheet, Room 202A, second floor, SLI.</p> <p><u>Radioactive materials:</u> remove contaminated clothing, if necessary wash exposed areas and re-survey. Contact UMMS Radiation Safety Officer at 508-856-4901 or MDPH RCP at 617-727-6214 for additional guidance.</p> <p>Obtain guidance from occupational health provider—check the time of the incident to determine provider availability:</p> <p style="text-align: center;">↙ ↘</p>	
<p>Monday-Friday, 8 am-4 pm</p>	<p>Monday-Friday, 4 pm-8 am, weekends, holidays</p>
<p>Call NE Baptist Hospital Occupational Health Department (617) 754-5620, 125 Parker Hill Ave., Boston. Report details of incident, follow medical instructions provided by NE Baptist Hospital.</p> <p style="text-align: center;">↓</p> <p>If medical care is indicated by NE Baptist, call Independent Taxi (617) 426-8276 and request cab to: State Laboratory Institute, 305 South Street, Jamaica Plain, describe building (Tower, Stable, Biologics) for employee pick-up. Taxi vouchers are available at the front desk of the Tower Building</p> <p style="text-align: center;">↓</p> <p>Notify the in-house HELP phone at x5911 of the cab arrival location (Tower, Stables, Biologics).</p> <p style="text-align: center;">↓</p> <p>Send employee to NE Baptist Hospital. For chemical exposures, provide chemical material safety data sheet with injured employee or fax to NE Baptist at: fax #: 617-754-8453, tel #: 617-754-5620.</p> <p style="text-align: center;">↓</p>	<p>Call Independent Taxi (617) 426-8276, request a cab to: State Laboratory Institute, 305 South Street, Jamaica Plain, describe building (Tower/Stable/ Biologics) for employee pick-up. Request cab to go to Emergency Room, Beth Israel Deaconess Medical Center 1 Deaconess Road Boston, MA 02215 (617) 754-2400</p> <p style="text-align: center;">↓</p> <p>Obtain a cab voucher from watchman on duty at front desk of Tower; notify watchman of cab arrival location (Tower, Stables, Biologics).</p> <p style="text-align: center;">↓</p> <p>For chemical exposures, provide chemical material safety data sheet with injured employee or fax to Beth Israel at: fax: 617-754-2499, tel #: 617-754-2400.</p> <p style="text-align: center;">↓ ↓ ↓ ↓ ↓</p>
<p>Notify the employee's supervisor of the incident. Supervisor must complete the following: 1) Incident report paperwork within 24 hours to Worker's Compensation Claims Manager (Human Resources Administrator); and 2) initiate an accident investigation within 24 hours.</p>	



Medical Emergency and Work Place Injury Procedure Directions to Occupational Health Providers



Directions.

New England Baptist Hospital Occupational Medicine Center

Building: Converse 6
125 Parker Hill Avenue Boston, MA 02120
Phone: (617) 754-5620

Take the Jamaica Way (Route 1) north towards Boston. Take the Route 9 East exit, take a right at the end of the exit onto Huntington Avenue. Continue on Huntington Avenue to the 2nd set of lights. At the 2nd set of lights take a right onto Parker Hill Avenue. Follow Parker Hill Avenue up to the main entrance on the right. Proceed to the front entrance. Once inside ask the receptionist located at the desk in the front lobby for directions to the Occupational Medicine Center in the Converse Building on the 6th floor.

Beth Israel Deaconess Medical Center Emergency Room

1 Deaconess Road, Boston, MA
Phone: (617) 754-2400

Take the Jamaica Way (Route 1) north towards Boston. Continue on the Jamaica Way until you come to Brookline Avenue. Take a right onto Brookline Avenue. Continue on Brookline Avenue, take the first left onto Francis Street and a right onto Pilgrim Road. Short-term parking is available adjacent to the ER.

Attachment 7: Fire Evacuation Responsibilities

<u>Task</u>	<u>Duties</u>
Incident Command Center	<ul style="list-style-type: none"> • Confer w/fire control center (FCC) re: location/source of alarm; • Establish Command Center at front flag pole; • Track attendance reports from monitors; • Gather and relay information to BFD regarding location/source of fire, handicapped or trapped individuals, etc. • Remain in contact w/FCC; • Declare “all clear” and signal re-entry with green flag.
Fire Alarm Command (Facilities)	<ul style="list-style-type: none"> • Report to Fire Control Center (FCC); • Determine location of alarm; • Escort BFD to location; • Silence Alarm when appropriate; • Instruct Command Center Coordinator to signal all clear.
Security	<ul style="list-style-type: none"> • Note the location of the alarm on the annunciator panel; • Take the Sign-In /Out logbook to the incident commander.

Attachment 8: Spill Response Equipment

Laboratory Floors

Item	Description Of Use and Capabilities	# Of Units Per Location
Chemical Spill Kits: Absorbents, neutralizers, gloves, goggles, spill pads	Clean up of incidental laboratory chemical spills	1

Hazardous Waste Room – SLI 062A

Item	Description Of Use and Capabilities	# Of Units Per Location
Acid, Caustic, Solvent Spill Kits	Each spill kit capable of absorbing 1 liter of spilled material.	1 each
Dike	Isolate spill, 4 feet.	2
Acid Neutralizing liquid	Neutralizes acidic spills.	1 gallon
Base Neutralizing liquid	Neutralizes spills of caustic materials.	1 gallon
Caustic Absorbing Booms	Absorbs and isolates acidic and caustic liquids.	6
Nitrile Gloves	Provide splash protection against incidental contact with chemicals	2 boxes of 50 pairs
Butyl Rubber Gloves	Provide hand protection against caustic and solvents.	4 pairs
Silver Shield Gloves	Hand Protection, universal chemical resistance when working with highly hazardous or unknown chemicals.	5 pairs
Chemical Resistant Suit	Provides body protection against chemicals during spill clean-ups.	10
Fire Extinguisher	Small fire suppression for class A, B and C fires	2

Spill Response Cart – SLI 062A

Item	Description Of Use and Capabilities	# Of Units Per Location
Gloves, silver shield	Hand Protection, universal chemical resistance when working with highly hazardous or unknown chemicals.	2 pairs
Scraper, tweezers, scoops	Spill clean-up tools	1 each
Safety Goggles	Provides eye protection and chemical splash protection.	2
Mercury Absorb Sponges	Absorbs and contains small mercury spills	2 dozen
Universal Gel Sorbent	Solidifies hazardous liquids for safer clean-up used for; caustics, acids, formaldehyde and	1 gallon



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	solvents	
Mercury Vapor Absorbing Powder	Minimizes mercury vapor, used in mercury spill locations after liquid mercury has been cleaned.	500 grams
Spill Sign, Pop-up	Provides visual warning of spill location.	1
Barricade Tape	Cordon off spill site	1 roll
Organic Solvent Spill Absorbent	Activated charcoal used to absorb solvent spill and to capture vapors.	1 gallon
Oil/Solvent absorbent booms	Isolate and absorb solvent or oil spills	6
Chemical Resistant Suits	Provides body protection against chemicals during spill clean-ups.	2
Acid/Caustic Absorbent Pillows	Used to absorb and contain small caustic spills.	10
Drain Cover	Prevent spill material from entering a drain.	1

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Attachment 9: Employee Bomb Threat Checklist

SLI-TOWER BUILDING - EMPLOYEE BOMB THREAT CHECKLIST			
Name of Employee:		Title:	
Laboratory Name:		Room No.	Phone Number
Time of Call:	Date of Call:	Number at Which Call was Received:	Length of Call:
Questions to ask:			
1. When is the bomb going to explode?			
2. Where is it right now?			
3. What does it look like?			
4. What kind of bomb is it?			
5. What will cause it to explode?			
6. Did you place the bomb?			
7. Why?			
8. What is your address?			
9. What is your name?			
Caller's Identity:	<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Adult
	<input type="checkbox"/> Juvenile	Age:	Race:
Origin of Call:	<input type="checkbox"/> Local	<input type="checkbox"/> Long Distance	<input type="checkbox"/> Phone Booth
			<input type="checkbox"/> Cellular Phone
Exact Wording of the Threat: Use other side if needed.			
Callers Voice:		Background Sounds:	
<input type="checkbox"/> Angry	<input type="checkbox"/> Deep	<input type="checkbox"/> Accent	<input type="checkbox"/> Street Noises
<input type="checkbox"/> Calm	<input type="checkbox"/> Distinct	<input type="checkbox"/> Clearing Throat	<input type="checkbox"/> Factory Machinery
<input type="checkbox"/> Crying	<input type="checkbox"/> Lisp	<input type="checkbox"/> Cracking Voice	<input type="checkbox"/> Crockery
<input type="checkbox"/> Excited	<input type="checkbox"/> Nasal	<input type="checkbox"/> Deep Breathing	<input type="checkbox"/> Voices
<input type="checkbox"/> Laughter	<input type="checkbox"/> Normal	<input type="checkbox"/> Disguised	<input type="checkbox"/> PA System
<input type="checkbox"/> Loud	<input type="checkbox"/> Ragged	<input type="checkbox"/> Familiar?	<input type="checkbox"/> Music
<input type="checkbox"/> Rapid	<input type="checkbox"/> Raspy	<input type="checkbox"/> Whispered	<input type="checkbox"/> House Noises
<input type="checkbox"/> Slow	<input type="checkbox"/> Slurred		<input type="checkbox"/> Office Machinery
<input type="checkbox"/> Soft	<input type="checkbox"/> Stutter	<input type="checkbox"/> Other:	<input type="checkbox"/> Other:
If the voice is familiar, whom does it sound like?		Threat Language:	
		<input type="checkbox"/> Taped	<input type="checkbox"/> Foul
		<input type="checkbox"/> Incoherent	<input type="checkbox"/> Well Spoken
		<input type="checkbox"/> Message read by threat maker	
Incident Reported Immediately To:			
<input type="checkbox"/> Security Name:		Date:	
<input type="checkbox"/> Supervisor Name:		Date:	
Submit a copy of form to the Supervisor of Facility Security as part of documentation for the incident report.			
Remarks:			

