



DIVISION OF
CAPITAL ASSET
MANAGEMENT &
MAINTENANCE

Lindemann Building Occupant Handbook

The information provided in this Handbook will inform occupants of important building procedures, services, and policies and provide an orientation to the Lindemann Building and community.

The Division of Capital Asset Management and Maintenance (DCAMM) oversees the Erich Lindemann services, including:

- Cleaning
- Mechanical maintenance
- Grounds
- Pest control
- Emergency response and life safety systems



If you have any questions, please contact DCAMM Building Operations, located in Room 107, (617) 727-4100.

NOTE: Normal hours of operation for Lindemann Building employees are from 7:00 am to 6:00 pm Monday through Friday. Inpatient hours are from 6:00 am to 12:00am weekly. Visitor hours are from 8:00 am to 5:00 pm.

As policies and procedures change or are revised, the Occupant Handbook will be updated to reflect these changes.

LINDEMANN BUILDING

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LINDEMANN BUILDING

Lindemann Building Operations and Contacts

DCAMM Operations oversees the facility management of the Lindemann Building. The Operations team supervises, monitors, and manages private contractors for cleaning, mechanical maintenance, grounds, pest control and life safety systems. The office is located in Room 107 of the McCormack Building.

The [Control Center](#), located in Room 109 of the McCormack, is available during regular business hours to respond to questions regarding concerns within the Hurley, Lindemann, McCormack buildings and State House. The Control Center may be contacted Monday through Friday during business hours, 8:00 am-5:00 pm, at **(617) 727-1100**; after business hours at **(617) 727-1000**.

CONTACT	LOCATION	PHONE/FAX	E-MAIL
Building Operations Main Office Deirdre Dacey	Room 107	phone: (617) 727-4100 fax: (617) 727-5514	deirdre.dacey@state.ma.us
Richard Goulet, Director of Operations and Maintenance	Room 1500	phone: (617) 727-4050 x 31293 fax: (617) 727-8092	richard.goulet@state.ma.us
Eric McCain, Building Institutional Forman	25 Staniford Street Boston, MA	phone: (617) 312-3568	eric.mccain@state.ma.us
Bon Chibueze, Facility Manager	Room 107	phone: 617-979-1590 x 21590 fax: (617) 727-5514	bon.chibueze@state.ma.us
Andrea Thomas, CAMIS	Room 107	phone: (617) 727-4100 x 31492 fax: (617) 727-5514	andrea.thomas@state.ma.us
Ed Kennedy, Director of Life Safety and Security	Room 107	phone: (617) 727-4100 x 31237 fax: (617) 727-5514	ed.kennedy@state.ma.us
Control Center 24/7	Room 109	phone: (617) 727-1100	control.center@state.ma.us

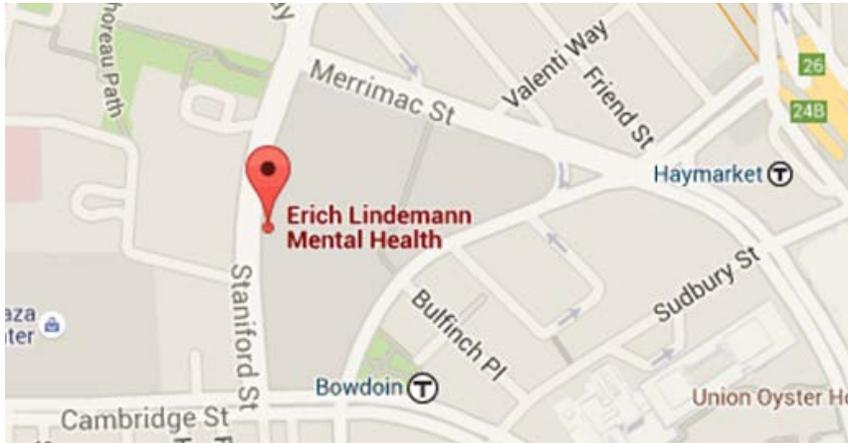


LINDEMANN BUILDING

Building Information

Directions to the Lindemann Building

Lindemann Building
25 Staniford Street
Boston, MA 02108



MBTA:

Blue Line to Bowdoin Station: The Lindemann Building is across from the station on New Chardon Street.

Green Line to Government Center: Walk down Cambridge Street with Boston City Hall to your right. Go past the JFK Federal Building. The Hurley Building is on the second block on the right.

Red Line to MGH/Charles Street Station: Walk up Cambridge Street. Pass Mass General Hospital (on your left). Continue past the Holiday Inn and the Charles River Plaza shopping center. Continue past the public library (West End Branch) and the church. The Hurley Building is in the next block on the corner of Cambridge and Staniford Streets.

LINDEMANN BUILDING

From North:

I-93 South toward Boston:

- Take the RT-28/RT-3 N/Storrow Dr. exit, EXIT 26, toward N. Station
- Keep right at the fork in the ramp.
- Turn slight right toward RT-28/Leverett Cir/North Station.
- Continue onto Nashua Street after the traffic light.
- Spaulding Rehabilitation Hospital will be on your left.
- Continue straight through traffic light.
- At next traffic light, facing Martha Road and Lomasney Way, take a left.
- Stay in the right lane to the next traffic light.
- Turn right onto Staniford St.
- 25 Staniford Street is about halfway up the street on your left.

From South:

I-93 N/US-1 N/RT-3 N toward Boston:

- Take EXIT 23 toward Gov't Ctr.
- Keep left to take the Gov't Center ramp toward Faneuil Hall/Financial Dist/Aquarium.
- Stay straight to go onto North St.
- Turn right onto Congress St.
- Turn slight left onto New Chardon St.
- Turn right onto Cambridge St.
- Take the 1st right onto Staniford St.
- 25 Staniford Street is on your right.

From West:

I-90 E/Massachusetts Turnpike/Mass Pike:

- Take EXIT 18 on the left toward Cambridge/Somerville.
- Merge onto Cambridge St.
- Turn right onto Soldiers Field Rd.
Soldiers Field Rd becomes Storrow Dr.
- Stay straight to go onto David G Mugar Way/RT-28 N. Continue to follow RT-28 N.
- Stay straight to go onto Cambridge St.
- Turn left onto Staniford St.
- 25 Staniford Street is on your right.



Lindemann/Hurley Building Conference Room Request Form

Lindemann uses Hurley Building Conference Room Facilities:

<http://www.mass.gov/anf/property-mgmt-and-construction/facilities-mgmt-and-maintenance/state-office-bldgs/hurley-bldg/hurley-conference-room-request.html>

Lindemann/Hurley Building Minihan Conference Room Schedule

Please see schedule at:

<http://www.mass.gov/anf/property-mgmt-and-construction/facilities-mgmt-and-maintenance/state-office-bldgs/hurley-bldg/hurley-building-minihan-hall-meeting-schedule.html>

Control Center

Located in Room 109 One Ashburton Place, the Control Center is available during regular business hours to respond to questions regarding the following concerns:

Air Circulation	Graffiti	Phones: Pay/Courtesy
Air Conditioning	Hampers	Plumbing
Air Quality	Heating	Plumbing
Blinds	Keys	Recycling
Cafeteria	Leaks	Restrooms
Ceiling Tiles	Lighting Codes	Safety
Conference Rooms	Lights	Signs
Electrical	Lock Outs	Smoking Complaints
Elevators	Locksmith Office	Spills
Engineering	Cleaning Office	Temperature
Falls	Moves	Trash
Fans	PA Systems	Vacuuming
Fumes	Pests	Ventilation

Contact Information for Customer Service:

Email: Customer Service: customerservice@state.ma.us
Please provide as much detail as possible

Telephone: Mon – Fri 7:00 am – 6:00 pm
617-727-4100

After Hours: 617-727-1000

Fax: 617-727-5514
Attn: Customer Service



Lindemann Building Contractor Work Permit

State Agencies and Departments must have a work permit from DCAMM Office of Facilities Management and Maintenance in order to make any changes, alterations, renovations or new construction their leased spaces in the building. The Contractors are not allowed into DCAMM owned buildings without a signed copy of this permit. Original and copies, including related drawings, floor plans, sketches, specifications and charts must be received by DCAMM two weeks prior to beginning of the project.

Lindemann uses the Hurley Building's Contractor Work Permit

Please use web-based form at:

<http://www.mass.gov/anf/property-mgmt-and-construction/facilities-mgmt-and-maintenance/state-office-bldgs/hurley-bldg/hurley-loading-dockcontractor-access.html>

Lindemann Building Emergencies

DCAMM Life Safety and Security Department established fire and emergency response plans, including evacuation plans and procedures. The Deputy Director of Life Safety and Security together with Facility Team coordinate and also organize emergency evacuation teams, which are set up by either the respective Agency or Occupant Floor to function as the organizers to facilitate the safe evacuation of the people that work in the building or are visiting DCAMM facilities.

The Emergency Evacuation Teams, normally picked by DCAMM Life Safety group, consist of a Team Leader, Assistant Team Leader, Area Monitor, Stairwell Monitor, and Handicap (HP) Assistant. The Evacuation Team Leaders (ETLs) provide the team profile information (number of team members, evacuation routes, number of persons requiring assistance, etc.), which DCAMM maintains and distributes as necessary for both operational and training purposes. The Life Safety and Security Department holds the Emergency Evacuation Team meetings and training sessions throughout the year.

EMERGENCY CONTACTS	PHONE #
Emergency	911
Control Center (24 hour)	617-727-1000
State Police Government Center Station H-1	617-727-2917
DCAMM Building Operations	617-727-4100
DCAMM Deputy Director of Security and Life Safety	617-727-4100, x 31237
EMERGENCY SITUATIONS	
Bomb Threat Elevator Malfunction Fire and Life Safety Fire Safety Guide Medical Emergency Power Failure Severe Weather Toxic Hazards	



Emergency Procedure Plans

Lindemann Building Fire and Emergency Response Plans

It is the policy of the Division of Capital Asset Management and Maintenance (DCAMM) to have a detailed Occupant Emergency Plan, which shall include the maintenance of a network of Emergency Team Leaders from every agency and work area. These Emergency Team Leaders are trained tenant agency personnel familiar with the Occupant Emergency Plan. In addition, they appoint agency personnel to various Evacuation Team positions, assist DCAMM with fire safety issues on their floors, advise and direct tenants during fire drills and actual emergencies. DCAMM staff shall meet routinely with Emergency Team Leaders.

It shall be the responsibility of all Emergency Team Leaders to be familiar with the Occupant Emergency Plan and keep current records of all personnel with disabilities. All tenants of a work area are required to obey the direction of their Emergency Team Leaders during an emergency situation and adhere to the Occupant Emergency Plan. Emergency Team Leaders are responsible for the entire floor, not just the agency/area in which they work. If for any reason an Emergency Team Leader leaves his or her position in state government or transfers to another location, it is the agency's responsibility to inform DCAMM of his or her departure.

[Lindemann Building Emergency Plans](#)

Lindemann Occupant Emergency Plan

MASSACHUSETTS DEPARTMENT OF MENTAL HEALTH
ERICH LINDEMANN MENTAL HEALTH CENTER
25 STANIFORD STREET
BOSTON, MA 02114

EMERGENCY PREPAREDNESS Plan:

This plan has been designed for the Erich Lindemann Mental Health Center and supersedes all other plans.

-Carla Saccone, Center Director Date

RECORD OF CHANGES:

Note date and nature of any changes made in this plan:

CHANGES

Protection of Records Plan **12/18/85**
Emergency Response Plan **12/30/85**
Floor Coordinators Updated **04/15/91**
Plan Revised **05/10/92**
Plan Revised **08/26/93**
Plan Revised **09/30/94**
Plan Revised **07/07/95**
Plan Revised **10/28/95**
Plan Revised **2/1/96**
Plan Revised **5/23/97**
Plan Revised **12/30/98**
Plan Revised **5/25/99**
Plan Revised **3/16/00**

PURPOSE:

The Department of Mental Health recognizes its responsibilities to provide a safe work environment to its employees and consumers. In partial fulfillment of that responsibility, the Erich Lindemann Mental Health Center has designed an Emergency Response Plan for the services provided at 25 Staniford Street. The plan has been developed to ensure the safety of all personnel, consumers and visitors during emergency situations. Facility preparedness and staff preparedness are key components to accomplishing this goal.

Specific standard operating procedures in the event of emergencies such as chemical spills, fires, tornadoes, etc. have been designed. While it is impossible to establish procedures for every possible unexpected event, it does cover those events which have been suggested by the Department of Mental Health, the Boston Fire Department, and Massachusetts Emergency Management Agency. (MEMA)

This Erich Lindemann Mental Health Center has not been identified as a community evacuation site and has not entered into agreements to provide medical care or lodging to the community in the event of a disaster. The Erich Lindemann Mental Health Center service system does provide emergency mental health services to the Lindemann Natural Service Area in the event of a state or federally declared disaster . Crisis counseling obtained through the Area Emergency Management Coordinator will be linked with other disaster aid efforts including other local police and fire departments, local Red Cross, and Mass. Emergency Management Agency as outlined in the Lindemann Community Counseling Plan.

It is critical that all employees familiarize themselves with this plan and the names of individuals responsible for directing the emergency response efforts. Questions relative to the plan should be directed to your supervisor the Safety officer or a member of the Evacuation team.

AUTHORITY

The basis for the plan was established through Executive Order No. 144; Massachusetts General Laws, Chapter 33, Section 13 Massachusetts Emergency Management Agency and DMH Policy 92-2.

ASSUMPTIONS

In an emergency response plan, certain assumptions are made for the sake of safety and clarity. If a situation at the Erich Lindemann Mental Health Center requires an emergency response, each occupant of the building should assume that:

- 1 .They will be notified of the nature of the emergency first by the fire alarm, second by the paging system, third by word of mouth from the Evacuation Team.
2. The elevators will not be operative. All elevators will lower to the ground floor and open.
3. All stairways, including the stairways next to the elevators, will be unobstructed.
4. There will be adequate light available from the primary lighting system, the emergency generator lights, or hand held flashlights.
5. Exits on Staniford Street, Merrimack Street, exits to the parking garage, Plaza and Mezzanine will be unobstructed.



DISTRIBUTION OF PLAN

Copies of this plan are distributed to members of the Evacuation Team, ELMHC Administration and Directors of Programs. All staff will be informed of the plan by their section and floor coordinators and will have the plan available to them through these coordinators.

FACILITY / STAFF PREPAREDNESS

CHAIN OF COMMAND

In an emergency or disaster, the following chain of command should be followed:

1. Center Director
2. Associate Center Director
3. Director of Core Service
4. Medical Director

In the event of an external or internal disaster or any evacuation of the building, the Lindemann Center Director, the Metro Boston Area Director and the Area Emergency Management Coordinator will be notified. These persons will also be utilized should the Lindemann Center require additional staff or resources on an emergency basis.

STAFF RESPONSIBILITIES

CENTER DIRECTOR

It will be the responsibility of the Center Director, or designee, to decide when the facility should be declared a disaster and be evacuated. The decision shall be made in cooperation with local fire, police, Bureau of State Operated Buildings, or public safety officials. The Center Director or designee shall also be responsible for designating a disaster control center to coordinate communication and decision making, and to direct emergency operations from that location.

DIRECTOR OF CORE SERVICES

The Director of Core Services shall evaluate physical plant conditions and interface directly with the Bureau of State Office Buildings, Campus Police, State Police and the Boston Fire Department. The Director shall establish linkages with the Office of Facilities Management for engineering support. The Director will manage Core Services Department Personnel and serve as the Director of Emergency Response in the absence of the Center Director.

MEDICAL DIRECTOR

The Medical Director shall service as the chief medical officer at this facility. The Director shall interface with medical staff, Nursing and ancillary disciplines to insure the appropriate level of medical response. The Medical Director shall serve as director of emergency response in the absence of the Center Director, Associate Center Director or Core Service Director.

THE EVACUATION TEAM

The evacuation team consists of the Floor, Section Coordinators, DMH Police, Safety Officer, Medical Director and Lindemann Senior Administration.

The Floor and Section Coordinators are distinguishable by the wearing of red Evacuation Team ballcaps.

SAFETY OFFICER

The Safety Officer will respond to the Mezzanine level, Campus Police desk during emergencies and be responsible to ensure a safe, orderly flow of all individuals out of the building in the event an evacuation is necessary. The safety officer will train the Evacuation team and Lindemann staff on their evacuation responsibilities. The Safety officer will annually



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review the Erich Lindemann Mental Health Center Emergency Preparedness plans and make recommendation revisions to Lindemann Administration

FLOOR COORDINATORS

Each Floor Coordinator will be responsible for directing the safe and orderly evacuation of his/her floor. This will include knowledge of all physically handicap employees assigned to that floor and the assignment of employees to assist those individuals safely out of the building according to their evacuation plan. Floor Coordinators will also be responsible for ensuring that the employees on that floor review the Emergency Response Plan annually. There will be one Floor Coordinator and alternate assigned to each floor that is continuous (i.e. Ground, Mezzanine, Second Floor, Third Floor, Fourth Floor and Fifth Floor). The Plaza which is non-continuous will have 2 floor coordinators and alternates. Alternate Floor Coordinators will perform the duties of the Floor Coordinator in his/her absence.

SECTION COORDINATORS

Responsible for directing all individuals located in their designated section to the nearest exit as outlined in the evacuation plan. They will check rest rooms, meeting rooms, and offices as they are vacated and make sure all doors are closed. Following evacuation, Section Coordinators will assure assembly and accounting of all individuals from that section at the designated assembly location as outlined in the evacuation plan. Alternate Section Coordinators will perform the duties of the Section Coordinator in his/her absence.

STAFF AVAILABILITY

It will be the responsibility of each ELMHC Department Heads to keep accurate and current home phone numbers for their staff. Updated lists are given should be given annually to the Safety Officer. This information will be kept with the Campus Police Dept. in a confidential file. Lindemann Policies and Procedures for call back of essential and non-essential personnel will be followed in order to provide appropriate coverage for the Inpatient Unit during short term and longer term disasters and/or weather or transportation disruptions. In some cases local radio stations will announce the need for essential and non-essential personnel.

STRIKE CONTINGENCY PLAN

In the event of a strike, the Center Director will contact the Area Director with specific personnel needs for the Inpatient Unit. Management staff, DMH Campus Police, volunteers, and others assigned by the Area Director will be deployed according to need.

COMMUNICATIONS

In the event that the phone system is dysfunctional, there will be a cell phones available for emergency use located in the Center Director's Office and the DMH Campus Police Desk, Also, there are pay phones available for emergency use on the inpatient units and the ground floor by the main elevators that are not connected to the business phone system. These phones will be operational if the dysfunction is caused by an internal problem. In emergencies, internal communications will be via overhead intercom paging system and the DMH Campus Police two-way radio system. External radio communications will be via State Police Radio system once they arrive at the Center.

Phone systems are critical to the operation and safety of the inpatient units. Should the phone system fail, the Director of Core Services should be called immediately. The Director of Core



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Services will contact the DMH Director of Communications to repair the phone system as soon as possible.

TRAINING

Emergency Response Training will be provided to all evacuation team members by the Safety Officer. Floor and Section Coordinators will be responsible for maintaining staff awareness of the Emergency Preparedness Plan in their designated sections. This will be accomplished by informing new employees of plan and providing regular reviews to staff of that section. Lindemann staff will receive Emergency Preparedness and Fire Safety Training during orientation and annually thereafter.

In addition, the Lindemann Inpatient Unit will hold fire drills on each shift quarterly. A Disaster drill will be held annually, including at least one building wide evacuation. The Safety Officer will be responsible to coordinate an evaluation of each drill (as well as actual events) and will report results and recommendations to the Environment of Care Committee.

EMERGENCY RESOURCES

Center Director Page through
Nic Scibelli 617- 62 **6-8512**
Acting Associate Center Director Page through
Brook Doyle 617- 62 **6-8570**
Director of Support Services Page through
Joel Beason 617- 62 **6-8666**
Medical Director Page through
Gary Belkin M.D. 617-62 **6-8518**

Safety Officer Page through

Ken Hallowood 617- 626-8666
Area Emergency Management Coordinator
Louise Carcione Page (617) 626-9272
DMH Disaster Coordinator
Daren Danato 617 626 8069

Lindemann Emergency Number 68555

Campus Police Ext. **68666**
State Police 727-2917
Boston Fire Department (911) or 536-1500
Boston Police Department (911) or 247-4680
Civil Defense (state) 236-0200
Ambulance (Fallon) 298-3828
ELMHC - BSB Superintendent 727-7080
Paging system 68666
Bureau of State Operated Buildings 24 Emergency 727-1000
State Emergency Management (Framingham Bunker) 875-1381
Poison Control 232-2120
Johnson Control 723-7342
In the event the Phone system malfunctions
The DMH Campus Police will utilize a Cell Phone 617 549 6734



LINDEMANN BUILDING

INTERNAL DISASTERS / EMERGENCIES

FIRE IN THE BUILDING

If you discover a fire:

1. Remove everyone from immediate danger.
2. Activate the fire alarm (alarm will notify Fire Department). Call the emergency, extension **68555**
3. Check to see that the immediate area involved is clear all people.
4. Close all doors and windows.
5. Use proper fire extinguisher to extinguish a small flame.
6. When the fire alarm sounds it will be followed by a recorded paged announcement. The announcement will instruct everyone on the floor where the fire is and the floor above to evacuate. (The rule of thumb is **WHEN IN DOUBT GET OUT**).
7. Upon arrival of the Fire Department, follow orders of the Senior Officer of the Fire Department as communicated through flow of information through The Evacuation Team and DMH Campus Police.
8. If the fire alarms have not already automatically been activated by either a smoke detector, heat detector or a sprinkler head, then the person discovering the fire must manually activate the nearest key station. **Staff are issued fire a alarm key** and should carry this key on their person at all times while in the **building**. (There are fire alarm key stations located near every stairwell on every floor). Evacuation will occur as described in Evacuation section of this plan. Section and Floor Coordinators and alternates will fulfill responsibilities as described to ensure safe and timely evacuation of the building. Employees, consumers and visitors will assemble at designated areas outside of the building as directed by Section and Floor Coordinators. The ELMHC Center Director will be notified of the evacuation as soon as possible.

SPECIFICS TO REMEMBER IN CASE OF FIRE

REMEMBER - R.A.C.E.

1. **R removes** those in immediate danger.
2. **A activate** the nearest fire **alarm** and alert x **68555**
3. **C Close doors** to contain fire.
4. **E Evacuate** the area. Extinguish a small fire if safe to do so.

SPECIFICS TO REMEMBER WHEN USING A FIRE EXTINGUISHER

REMEMBER - P.A.S.S.

1. **Pull the pin** to break the seal
2. **Aim the nozzle** at the base of the fire
3. **Squeeze the handle** to discharge the agent
4. **Sweep side to side**

Class A type water extinguishers are for ordinary combustible materials only (wood, paper, clothe).

Never use a -Class A water extinguisher on an electrical or grease fire.

Multipurpose -Class ABC extinguishers are effective on all types of fires.



LINDEMANN BUILDING

BOMB THREAT

I. The Call

When a bomb threat is called to the Lindemann Center, it is the job of the person receiving the call to obtain as much information as possible.

The person should:

1. Keep the caller on the line as long as possible. Ask him/her to repeat any message and record every word using the **Telephone Bomb Threat Checklist** (See below)
2. Signal another employee to listen on another line in order to gain additional information.
3. If the caller does not indicate the location of the bomb or the time of possible detonation, ask for this information.
4. If the caller still does not give information, inform the caller that the building is occupied and the detonation of the bomb could result in death or serious injury to many innocent people. Again, ask for the location and the time that the bomb is to go off.
5. Listen carefully to the voice and try to ascertain the following information.
 - a. sex
 - b. existence of accent or speech impediment
 - c. quality of voice (calm, excited, etc.)
 - d. existence of any background noise (music, machines, automobiles, voices, etc.).
6. As soon as the caller hangs up, the person receiving the call should call the DMH Campus Police at **x68555** and give name, location, and information received. . The Campus Police will immediately contact the State Police and the Center Director or Administrator -On-Call.
7. The person receiving the threat should report to the Mezzanine Campus Police desk with the completed bomb threat checklist and remain available for questioning by Administration or law enforcement officials.

TELEPHONE BOMB THREAT CHECKLIST

INSTRUCTIONS: PLEASE DO NOT INTERRUPT THE CALLER EXCEPT TO ASK:

WHEN WILL IT GO OFF? HOUR: _____ TIME REMAINING: _____

WHERE IS IT PLACED?

WHAT DOES IT LOOK LIKE?

WHAT FLOOR IS IT ON?

TRY TO KEEP THE CALLER ON THE LINE AND ASCERTAIN THE FOLLOWING:

Did the caller appear familiar with the building by his description of the bomb location? Yes. No.

Caller's Identity:

Male Approximate Age: _____

Female

Origin of Call:

Local Long Distance Phone Booth Internal Call Unknown

Voice Characteristics:

Loud Soft Foreign Regional Other: _____

Speech: Background Noise:



LINDEMANN BUILDING

Fast Office Machines Voices

Slow Factory Machines Airplanes

Irrational Animals Mixed

Rational Quiet Other: _____

Coherent Street Noise

Deliberate Trains

Emotional Music

Righteous Party

Laughing

Additional Notes:

Notify DMH Police at Ext. 68555 Immediately Report that you have received a bomb threat. Give your name, location, and telephone number. Immediately after, bring this completed checklist to the DMH Police. The DMH Police will notify Administration and the State Police.

II. The Response

1. The DMH Campus Police will pass all information to State Police regarding this threat upon their arrival at the center.
2. The DMH Campus Police will not move a suspicious package but may move any people from that immediate area until the Bomb squad arrives.

The State Police will:

- A. Interview the person who received the bomb threat to gather information and evaluate the situation
- B. Contact the ELMHC Center Director and consult to assist the Center Director, or Administrator On Call, in determining the need for an evacuation of the building.
- C. Call the Police Department Bomb Squad to make a search of the building if deemed necessary.
- D. Follow all State Police Departmental procedures for safety precautions.

The Center Director/Administrator-On-Call will:

- A. Consult with the State Police/Fire Department to make a decision to evacuate the building if deemed necessary.
- B. Notify the Area Administration and arrange for supportive services if necessary.
- C. Insure there is adequate staffing to manage the emergency.

If the building is to be evacuated the overhead page will not specify the words Bomb Threat. This page will be made numerous times : ***Your attention Please, the Fire Department has advised every to evacuate the building at this time.***

The evacuation team will understand this message and ensure every evacuates their floor and reports to the designated assembly area outside.

EXPLOSION



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In the unlikely event that an explosion occurs, Floor and Section Coordinators should determine which portions of the building have been affected by the explosion and direct personnel away from those areas which appear structurally damaged. Instructions for fire emergencies should be followed whenever possible. Deviations may be necessary at the discretion of Section or Floor Coordinators.

Clinical Personnel should make themselves available to the Inpatient Unit and other client program areas to respond to client care needs as directed by each program director. Medical staff should proceed to areas of need as announced by Code Blue requests.

CODE BLUE: MEDICAL EMERGENCY

In the event of a **medical life threatening emergency**, the person first on the scene should dial Extension 68555 and report a CODE BLUE, medical emergency. The person should give their full name and extension, exact location including floor number, side of building, nearest room number, program name, and the nature of the medical emergency. (example: Susan Smith at extension 68123, reporting a person not breathing at Plaza level East, room P10, Lindemann Administration area). The Campus Police staff will follow the Policy and Procedure on Emergency Assistance by taking the information, paging a CODE BLUE to the exact location and calling an ambulance to report a "**Priority One Emergency**". The Campus Police will then immediately report to the area.

The Inpatient nursing and Medical staff available will immediately respond to the announced location with the code cart per the Nursing policies and procedures on Emergency Assistance. All medical personnel in the building will then report immediately to the location to assist in the medical emergency. The Campus Police desk officer will call 68518 to confirm with the Inpatient staff that the code cart is being deployed to the proper location.

Each Code Blue will be evaluated by involved staff, a member of the Quality Management Department, and the Safety Officer. The Code Blue evaluation and subsequent recommendations will be reported to the Environment of Care Committee. The Environment of Care Committee will evaluate and make procedural, training, or other necessary adjustments as needed.

The Safety Officer will keep a record of all reviews, recommendations and changes on file.

CODE ORANGE: VIOLENT BEHAVIORAL DISTURBANCES

In the event that an individual presents in the building as violent, threatening, or out of control, the person first on the scene should immediately dial extension 68555 and report a CODE ORANGE, person out of control. The person should give their full name and extension, exact location including floor number, side of building, nearest room number, program name, and the nature of the emergency. The Campus Police will page a code orange to the exact location and will immediately respond to the area and take appropriate actions to restore safety. All personnel in the immediate area of the emergency will also respond to aid persons in potential danger. Personnel responding should only make efforts to remove people from immediate harm. Personnel should not escalate the situation further, but wait for the clinical caregivers or the DMH Campus Police to make a safe and appropriate intervention. The DMH Campus Police will contact the State Police if a situation arises where an individual intends to use deadly force with a weapon.

Each Code Orange will be evaluated by involved staff, a member of the Quality Management Department, and the Safety Officer. The Code Orange evaluation and subsequent recommendations will be reported to the Safety Committee. The Safety Committee will evaluate and make procedural, training, or other necessary adjustments as needed. The Safety Officer will keep a record of all reviews, recommendations and changes on file.



LINDEMANN BUILDING

UTILITY FAILURES

HEATING

The Erich Lindemann Mental Health Center is heated by a steam heating system. The steam system is provided by Boston Thermal. Loss of heat would be due to major disruption of the heating system in the area or due to routine services of the system. In the case of routine servicing, Boston Thermal contacts the Bureau of State Office Buildings Superintendent or designee who will contact the ELMHC Director of Core Services. The Director of Core Services will notify all programs in the building.

In case of an emergency where heat is lost due to a major disruption of the system, the Bureau of State Office Buildings Superintendent or designee will be called at 727-1000. The Bureau of State Office Buildings Superintendent/Designee will estimate the time heat will not be available and notify the ELMHC Administrator On Call. If extended heat loss is predicted, the ELMHC Administrator On Call will activate relocation agreements for all 24 hour programs.

AIR CONDITIONING

The air conditioning system is run by steam operated by Boston Thermal. The loss of air conditioning should be reported to ELMHC Director of Core Services who will contact the Bureau of State Office Buildings Superintendent or designee. The Administrator On Call will provide alternate resources such as floor fans if necessary for the Inpatient Unit and other 24 hour programs in the event of extreme heat and extended air conditioning loss.

ELECTRICAL

In the event of loss of electricity, the Lindemann Center is provided with an emergency back-up generator. This generator activates automatically within 15 seconds. It provides light to key areas of the building. The ELMHC Director of Core Services will call the Bureau of State Office Buildings Superintendent or designee to assess the nature and duration of the power loss. The ELMHC Administrator On Call will assess whether relocation is necessary and make plans accordingly.

PLUMBING

All plumbing problems such as leaking water valves and lines, loss of water pressure, etc. should be reported to the ELMHC Director of Core Services who will notify the Bureau of State Office Buildings Superintendent or designee. In the event of extended water loss, there is sufficient bottled water on premises to sustain the units for 48 hours.

PERSON TRAPPED IN ELEVATOR

If a person(s) becomes trapped in one of the elevators or an elevator malfunction occurs, the 24 hour Bureau of State Office Buildings Emergency number should be called (727-1000) and DMH Campus Police 68555. The location (East or West) and elevator number should be given. Bureau of State Office Buildings will immediately dispatch an elevator engineer to free the individual(s). Should these efforts fail, or an individual in the elevator begins to panic, the Boston Fire Department should be called to free this person. The ELMHC Administrator On Call should be notified as soon as possible.

EXTERNAL DISASTERS / EMERGENCIES

TORNADO

When conditions exist which might create tornado activity, the National Weather Service will issue a Tornado Warning which will estimate the path of the tornado. At other times, there may be a little or no warning. If a tornado funnel appears to be heading towards the Government Center/Lindemann Area, occupants of the building should not leave the premises. Upon



LINDEMANN BUILDING

notification by a paged announcement, occupants should proceed immediately to the interior of the building. All individuals should remain as far away from windows as possible in order to avoid injury from glass projectiles. When the danger no longer exists as reported by the ELMHC Administrator on call via a paged announcement. All individuals should return to their work area to await further instruction.

HURRICANE

When a Hurricane warning is announced, hurricane conditions are considered imminent and may begin immediately or at least within twenty-four hours. Individuals should stay indoors and away from windows. When the center or "eye" of the hurricane passes over, there will be a temporarily lull in the wind, lasting from a few minutes to more than a half-hour. It is important to stay indoors at this time since the wind will return, sometimes with even greater force, from the opposite direction.

Once the hurricane has completely subsided, the ELMHC Administrator On Call via a paged announcement will provide all individuals with further instructions.

EARTHQUAKES

In the event that an earthquake occurs, it is imperative that all individuals observe certain basic precautions.

DO NOT PANIC. Do not leave the building under any circumstances. Proceed immediately to interior sections of the building away from windows. If possible, position yourself under doorways or archways. If doorways or archways are not available, position yourself under a table or desk. Avoid areas with bookshelves which can be injurious if toppled. If you are outside of the building, proceed at once to an open area as far away from tall buildings as possible. An earthquake will probably last no longer than thirty seconds and there will be little, if any, ground faulting or cracking. Most earthquake related injuries occur when people are struck by falling ceilings, toppled bookshelves, etc. Remaining in a doorway or under a heavy table will provide a large amount of protection. Once the earthquake has subsided, the ELMHC Administrator On Call or Designee will order evacuation if necessary.

CHEMICAL SPILL

In the event of a chemical spill affecting the Lindemann Center Area, the Boston Fire Department and ELMHC Administrator On Call should be notified. The ELMHC Administrator On Call will, upon the recommendation of the Boston Fire Department, call for an evacuation of the building if necessary.

CIVIL DISTURBANCE

If a civil disturbance such as a riot occurs outside the building, individuals should not leave the premises. The DMH Campus Police and the ELMHC Administrator On Call should be notified. The Campus Police should secure all entrances and call for additional police assistance as necessary.

RADIATION

In the event of a radiation emergency affecting the Lindemann Center Area the Boston Fire Department and the ELMHC Administrator on call should be notified. Staff will follow directions to prevent any ventilation from outside. The ELMHC Administrator On Call will, upon the recommendations of the Boston Fire Department, call for an evacuation of the building if necessary.



EVACUATION PROCEDURES

EVACUATION PLAN

Once the fire alarm has sounded or building evacuation is ordered by the ELMHC Administration, The Evacuation Team will begin to evacuate their assigned area of the floor. Section Coordinators will direct individuals of their area to designated evacuation exits (see appendix F) and remind individuals to report to the designated assembly areas. **Elevators will not function when fire alarms are activated.** Section Coordinators will report any handicapped individuals or others needing assistance to the Floor Coordinator who will be located in a central position as indicated on floor plan. The Floor Coordinator will assign employees to assist these individuals in evacuating the building.

Handicapped employees will standby the elevator lobbies with assigned staff until:

- A. The Fire Department determines that it is safe to override the elevator to bring them down or
- B. The Floor Coordinator or Alternate determines there is an immediate need to carry the individual down the stairs to a lower floor.

The **Section Coordinators** will assure that all individuals have evacuated the section and inspect lavatories and conference rooms in that section and assure the closure of fire doors. Section Coordinators will report the area "clear" to the floor coordinator and will be available to assist any remaining individuals needing assistance to evacuate. Section Coordinators will then report to their designated assembly areas outside of the building (See Appendix F for designated Assembly Areas) and assure that all individuals of that area remain in the assembly area and await further instructions.

Floor Coordinators will evacuate when the entire floor is reported "clear". Floor Coordinators will then report to Administration at the designated Administrative Assembly spot outside the building to report the floor "clear" and await further instructions. Floor Coordinators will carry instructions to Section Coordinators in designated assembly areas when further instructions are necessary.

The **Center Director**, Director of Core Services, and All Floor Coordinators will report to the Designated Administrative Assembly (See Appendix F). They will be available to all Police and Fire Officials to provide building information and report on the evacuation.

The Core Service Director will have a copy of this Emergency Preparedness Plan available. And a portable two-way radio will be brought to the assembly area to communicate with the Safety Officer and DMH Police inside the building.

The Center Director or designee will ensure that all Floors have been reported clear and that any handicapped individuals are being assisted.

Further decisions to re-enter the building or relocate programs will be made and this information disseminated to all individuals via the Floor Coordinators.

EVACUATIONS AFTER BUSINESS HOURS

Each 24 hour program (Inpatient Unit, Harbor House and West End Transitional Housing Program) will follow its own evacuation plan after hours. The DMH Campus Police will be aware of any after hour meetings being held in the Conference Rooms and will provide direction and assistance in evacuating those visitors.

All individuals will follow the instructions of Fire Officials who will determine when re-entry to the building is allowed. The Administrator On Call will be notified by beeper of evacuation, and will be available to activate relocation of plan if necessary.

**SPECIFIC RESPONSIBILITIES OF 24 HOUR PROGRAMS
WITHIN THE LINDEMANN CENTER BUILDING**

The **Inpatient Unit** located on the Fourth Floor will follow the designated Disaster/Evacuation Plan written specifically for that program. (SEE APPENDIX B.)

The **Harbor House** Program located on the Plaza Level will follow the designated Disaster/Evacuation Plan written specifically for that program. (SEE APPENDIX C.)

The **West End Transitional Housing Program** located on the Third Floor will follow the designated Disaster/Evacuation Plan written specifically for that program. (SEE APPENDIX D.) APPENDIX E. refers to a memorandum of understanding regarding evacuations.

APPENDIX F. refers to the designated assembly areas in the event of a building evacuation.

PROTECTION OF MEDICAL RECORDS

The Medical Records Department will respond to an emergency such as fire or other disaster by insuring the preservation of medical records. For its active records, the Medical Records Department is equipped with high density movable metal shelving which may be closed manually. Inactive records are stored in stationery metal shelving which may be covered in box like fashion. Upon notification of an emergency, Medical Records Department Section Coordinator or Alternate will immediately close all moveable shelving and cover all stationary shelving, close fireproof exit/entrance doors to file rooms and central office of the Medical Records Department and evacuate the area.

EVACUATION TEAM MEMBERS

SPECIFIC FLOOR AND SECTION COORDINATORS

SAFETY OFFICER
Ken Hallowood 68507

Campus Police 68666

FIFTH FLOOR

Floor Coordinator: Dianne Kenney
Alternate Floor Coordinator: Karen Mazeo
West Section Coordinator: Shirley Davis Chase
Alternate Section Coordinator: Joanne Wilson
Central Section Coordinator: Katrina Gomes
Alternate Section Coordinator: Angela Mack
East Section Coordinator: David Collins
Alternate Section Coordinator: Bobbi Smith

FOURTH FLOOR

Floor Coordinator: Carol Williams
Alternate Floor Coordinator: Velouse Benoit
Central Section Coordinator: Betty Raymond
Alternate Section Coordinator: Charge Nurse
East Section Coordinator: Louise Campana
Alternate Section Coordinator: Charge Nurse
West Section Coordinator Donna White



LINDEMANN BUILDING

Alternate West Coordinator Paul Scire

THIRD FLOOR

Floor Coordinator: Christopher O'Rourke
Alternate Floor Coordinator: ()
West Section Coordinator: Sharon Moody
Alternate Section Coordinator: Susan Spinelli
Alternate Section Coordinator: Debbie Harrison
Central Section Coordinator Cathy Ocha
Alternate Section Coordinator: ()
East Section Coordinator Berna Zisseron
Alternate Section Coordinator: Beth Yanofsky

SECOND FLOOR WEST

Floor Coordinator: Marianne Callinan
Alternate Floor Coordinator: Yves Pierre Louis
West Section Coordinator: Georgette Tanner

SECOND FLOOR EAST

Floor Coordinator: Ed Henrichs
Alt floor Coordinator:
East Section Coordinator Zaida Romero

PLAZA WEST

Floor Coordinator: Judy Thiffault
Alternate Floor Coordinator: Joan Whyte

PLAZA EAST

Floor Coordinator: Jim Cooney
Alternate Floor Coordinator: Bob Jacome
East Section Coordinator: Curtis Armitage
Alternate Section Coordinator: CM in charge

MEZZANINE

Floor Coordinator: Michael Daley
Alternate Floor Coordinator: Karl Broehm
West Section Coordinator: Julie Saab
Alternate Section Coordinator: Iris Jeffers
Central Section Coordinator: Lou Robinson
Alternate Section Coordinator: Coffee shop worker

GROUND FLOOR

Floor Coordinator: Skip Boggs
Alternate Floor Coordinator: Tony Carifio
West Section Coordinator John McCormack
Alternate Section Coordinator Kristen Sullivan
Central Section Coordinator: Glenn Beck
Alternate Section Coordinator: Tony Enos



DISASTER RECOVERY OPERATIONS

RELOCATION

Should it become necessary to relocate the 24 hour programs, **the West End Transitional Housing Program** and **Harbor House** protocols will be followed (See Appendix C,D&E). Relocating the **Inpatient Unit** will be coordinated by the ELMHC Administrator On Call and Area Director. The Area Director, at his discretion, will relocate patients of the Acute Units to Metro Boston State operated facilities and replacement units (see Appendix E for Relocation Agreement). Unit staff will work cooperatively with these units to provide continuity and quality of care.

Attending psychiatrist will determine level of transportation needed for each inpatient and patients will be transported accordingly. This will occur by ambulance or by the State passenger vans on location with escorts depending on patient need.

DEBRIEFING

In the event of a major disaster that affects Lindemann Mental Health Center, debriefing of consumers and staff is necessary to reduce the emotional effects of the trauma and identify the need for further treatment and support for staff and consumers.

The Safety Officer will maintain a list of clinical personnel who may be available to provide debriefing for staff and consumers. These identified personnel will attend an annual training which includes:

1. A clinical debriefing framework
 2. The procedure for referring individuals to additional support and counseling.
- It will be the responsibility of the Safety Officer, Center Director, and Medical Director to ensure that the debriefing is coordinated and available when necessary.

In the event of a disaster, the identified and trained personnel will be notified to report to designated areas to conduct debriefing. These Debriefing Stations will be easily accessible to staff and consumers and ready to operate as soon after the disaster as possible. All staff and consumers and any others involved or otherwise affected by the disaster will be encouraged to participate in a debriefing session. Individuals will be offered education about "normal" responses to traumatic events, and will be offered further counseling if necessary.

REVIEW / EVALUATION

Each Disaster, Emergency, or drill will be reviewed and evaluated for the efficiency and effectiveness of the specific response and of the system in general. The review will be coordinated by the Safety Officer in cooperation with individuals most involved with the emergency and the Directors of Quality Management and Staff Development. All reviews and subsequent recommendations will be made to the Director of Core Services and presented to the Environment of Care Committee. This Emergency Preparedness Plan will be evaluated and updated annually by the Environment of Care Committee using the data from these reviews.



Lindemann Building Photo Identification and Access Cards

The Photo Identification (ID) Application Form is only available to Agency liaisons.

Walk-in ID hours:

Please be advised that walk in ID hours will change **effective on Monday, July 4th**. Please note that no appointment is necessary for walk in ID hour. Employee must bring ID application form signed by ID liaison. Appointments for other times for picture ID can only be submitted by agency ID liaison by sending an e-mail to security.dcammm@state.ma.us

New walk in ID hours for all employees are listed below.

- “Drop in” ID hour on **TUESDAY 11:00 to 12:00 in STATE HOUSE ROOM 13**
- “Drop in” ID hours on **WEDNESDAY, and FRIDAY 11:00 to 12:00 at the MCCORMACK ROOM 107**

Replacement Cards: Available only at State House, Room 13 either during “Drop in” ID hours or by appointment. Appointments can only be requested by agency liaison.

Appointments for other ID hours may be scheduled by the Agency’s liaison sending e-mail to security.dcammm@state.ma.us

Employee must bring his/her ID application form signed by the Agency’s liaison to their Photo ID appointment.

ID liaisons are responsible to notify the **Division of Capital Asset Management and Maintenance (DCAMM) Security department** (security.dcammm@state.ma.us) immediately when an employee leaves state service, so that DCAMM can deactivate the Photo ID access cards. All such cards must be returned immediately to DCAMM Security Office currently located in the State House, Room 13.

Photo Identification Access Card Details:

DCAMM issues one nontransferable Photo ID Access Card (ID Access) to each employee. ID Accesses are only authorized for use by the employee named and pictured and are not issued to temporary employees, interns, vendors or contractors unless the Commissioner or Director of Safety / Security deems it necessary.

ID Accesses remain the property of DCAMM and must be surrendered upon termination of employment with the Commonwealth. DCAMM assesses \$12 replacement fee for lost Photo ID



Steps to acquire an original ID Access:

- Obtain a Photo ID application form from your agency liaison.
- Complete the form, making sure your name is exactly as it appears on your paycheck and indicating whether the application is for a new card, a name change or agency transfer.
- Have the form signed by your agency liaison.
- Photographs are taken in Room 107 of the McCormack Building on Wednesdays and Fridays between 11 & 12, and in State House Room 13 on Tuesdays between 11 & 12. Completed Photo ID cards will be forwarded to agency liaisons only. It is the responsibility of the agency liaison, upon receipt of an employee's access card, to verify that the employee is employed by his / her department, to issue the card to the employee, or return it to DCAMM.

Lost cards must be reported to DCAMM's Security Director (security.dcammm@state.ma.us) immediately so they can be removed from the system. When an employee terminates state employment the agency is responsible to retrieve the ID Access and return it to DCAMM.

Steps to replace a Photo ID Access Card:

- Obtain a Photo ID application form from the DCAMM ID Office in State House, Room 13.
- Complete the form, making sure that your name is exactly as it appears on your paycheck.
- Be sure to indicate that the application is for a replacement card. Have the form signed by your agency liaison.
- Submit the form to the Security Office, along with a \$12 check or money made payable to the Commonwealth of Massachusetts.
- It may not be necessary to take a new photograph. The employee's new card will be forwarded to the Agency Liaison only.
- If the employee finds his/her photo ID card after receiving the replacement card, the original card must be returned to the DCAMM ID Office. The fee is non-refundable.
- If the photo ID card is returned to the ID Office prior to being reported lost, the Director of Security will contact the agency liaison to establish that the card is valid and to arrange for its return to the employee.

Incident Report Form



The Commonwealth of Massachusetts
Division of Capital Asset Management & Maintenance
Office of Facilities Management & Maintenance
 1 Ashburton Place
 Boston, Massachusetts 02108
 617 727-1000

Please fill in applicable space on Page 1 and provide narrative information on Page 2. Completed reports should be promptly submitted to the Director of Security, Division of Capital Asset Management and Maintenance

Date of Incident:	Time of Incident:	Day of Week:
Date of Report:	Report by:	
Location (Specific):		

Type of Incident:	Injury <input type="checkbox"/>	Security Issue <input type="checkbox"/>	Threat <input type="checkbox"/>
<i>Check all that apply</i>	Fire <input type="checkbox"/>	MV Accident <input type="checkbox"/>	Assault <input type="checkbox"/>
	Theft <input type="checkbox"/>	Vandalism <input type="checkbox"/>	Other (specify) <input type="checkbox"/>

Involved Party:	Telephone #:	Ext.#
Agency?:	Visitor:	Witness:
Witness 1:	Telephone #:	Ext.#
Witness 2:	Telephone #:	Ext.#

Injuries? (Y/N)	Description of Injuries (specific):
-----------------	-------------------------------------

Police/Fire/EMS Notified?	Person Notified:
BSB Staff Notified?	Person Notified:

Complaint against (if applicable):		Agency/Visitor:	
Sex:	Male <input type="checkbox"/>	Race:	_____
	Female <input type="checkbox"/>	Height:	_____
		Age:	_____
		Eye Color:	_____
Other Identifiers:			

	<i>Dcamm only</i>
Date Received:	Referred to:
Comments:	
Completed by:	Date:

See additional pages for Incident Report Narrative/Information and After Action Report (if applicable).

INCIDENT # _____
 Page 1 of 3



LINDEMANN BUILDING



The Commonwealth of Massachusetts
Division of Capital Asset Management & Maintenance
Office of Facilities Management & Maintenance
1 Ashburton Place
Boston, Massachusetts 02108
617 727-1000

INCIDENT REPORT FORM
NARRATIVE OF EVENTS/INCIDENT

Narrative submitted by: _____ **Date:** _____

See additional pages for Incident Report Narrative/Information and After Action Report (if applicable).

INCIDENT # _____
Page 2 of 3



LINDEMANN BUILDING



The Commonwealth of Massachusetts
Division of Capital Asset Management & Maintenance
Office of Facilities Management & Maintenance
1 Ashburton Place
Boston, Massachusetts 02108
617 727-1000

INCIDENT REPORT FORM
AFTER ACTION REPORT

This page is to be completed by Division of Capital Asset Management and Maintenance personnel.



EVENT

RESPONSE

COMMENTS

RECOMMENDATIONS/ACTION

Submitted by:	Date:
---------------	-------

INCIDENT # _____
Page 3 of 3



Lindemann Building Key Management

All Lindemann Building tenant agencies are requested to supply the Division of Capital Asset Management and Maintenance (DCAMM) with a key for access to their office areas to ensure quick response to fire, leaking water or personal safety of any agency employee.

Lockouts

DCAMM will assist a tenant who is locked out of his/her office if the following conditions are met:

There is staff on duty in the building of the request. DCAMM will not pay staff overtime or request an employee to return to work to unlock an agency door.

The employee presents an employee photo identification card to the DCAMM staff member providing access. DCAMM will not unlock a door, until it is determined that the person is approved access in that area.

The employee acknowledges in writing that authorization was given to open the agency's door.

Law Enforcement Access

Please use web-based form at:

<http://www.mass.gov/anf/property-mgmt-and-construction/facilities-mgmt-and-maintenance/state-office-bldgs/law-enforcement-officer-access.html>

Lindemann Building Loading Dock/Contractor Access

Parking at the Lindemann Building loading dock is available for delivery/pick up only, and for **no longer than 45 minutes**. The loading dock is extremely busy so we ask for your cooperation to adhere to the maximum time allotted each delivery. If you have any questions, please contact Dovile Haynes at 857-400-5504 or the DCAMM Facilities Operations Office in room 107 at 617-727-4110 X24110.

Lindemann uses the Hurley Building Loading Dock/Contractor Access.

Please use web-based form at

<http://www.mass.gov/anf/property-mgmt-and-construction/facilities-mgmt-and-maintenance/state-office-bldgs/hurley-bldg/hurley-loading-dockcontractor-access.html>

Lindemann Building Lost and Found

To report **lost property**, contact DCAMM Building Operations Office at 617-717-4100 and located at One Ashburton Place, Room 107. Any item reported lost will be logged into the "Lost Log."

Please bring **found items** to DDCAMM Building Operations Office, One Ashburton Place, and Room 107.

A maximum of three attempts will be made to contact the owner of identifiable items. Any item still unclaimed after 3 months from the date it is found will be discarded or donated to charity.

Lindemann Building Modification of Office Space

Any agency wishing to modify or renovate office space must notify DCAMM in advance and receive written approval from DCAMM on the Contractor Work Permit form prior to beginning any such projects. The notification shall include scope of work, the hours during which work will be performed, and the names of the contractors performing the work. Outside contractors hired by agencies to perform services must show written proof of DCAMM approval and workers must have CORI's performed prior to the project commencing. For major renovations the tenant must obtain a building permit from the Department of Public Safety at (617) 727-3200 and an electrical permit. DCAMM is not responsible for providing materials or labor for any modification or renovation of office space.

Terms and Conditions for Renovating or Modifying Office Space by outside vendors:

- All approved construction shall be performed in a professional manner with only first class materials.
- Quality control is the responsibility of the applicant and subject to review and inspection by DCAMM.
- The applicant shall redo or replace at its own expense any work not approved by DCAMM due to material or workmanship.
- All work is to be performed in a manner causing a minimum of inconvenience to the facility's employees and the public.
- The applicant shall not allow the accumulation of debris in or about the work site.

Site clean-up and restoration is the responsibility of the Contractor and is subject to final review for approval by DCAMM.

Lindemann Building Parking Policies and Procedures

Parking

PURPOSES: To provide orderly and safe parking in the Division of Capital Asset Management and Maintenance (DCAMM) Parking Facilities for authorized personnel and visitors. To avoid confusion related to parking or the acquisition of parking privileges. To set forth responsibilities of persons authorized to park in DCAMM Parking Facilities.

DEFINITIONS:

Agency Liaison - The person designated by a department head to communicate with the DCAMM on behalf of the Agency for maintenance requests, parking issues, Photo ID Access Cards, etc.

DCAMM Parking Facilities - All parking facilities owned by the Commonwealth of Massachusetts and managed by DCAMM. They include the McCormack Garage, the Saltonstall Garage, the Hurley Garage and the Merrimac Street parking lot.

Damage (to vehicles)- Scrapes, dents, stains, broken glass, etc., which occur while a vehicle is parked in a DCAMM Parking Facility.

Handicapped Accessible Parking Space - Any space marked with an HP sign that is designated strictly for the use of physically disabled persons.

Illegal Parking Space - Any space within the facility that is marked with "NO PARKING" or a "FIRE LANE" sign, and any other area that is clearly hazardous.

Loss - The theft of items from a vehicle that is parked in a DCAMM Parking Facility or the theft of the vehicle itself.

Photo ID Access Card - The photo ID card issued by DCAMM to state employees, which provides access to DCAMM buildings.

Temporary Visitor Parking - The limited number of spaces that DCAMM makes available for parking on a temporary basis.

POLICY: It is the policy of the Division of Capital Asset Management and Maintenance to allow only authorized personnel to park in DCAMM Parking Facilities. The use of a DCAMM-issued Photo ID Access Card shall be required for admittance into a DCAMM Parking Facility. Unauthorized vehicles parked in any DCAMM Parking Facility will be removed at the owner's expense.



LINDEMANN BUILDING

By accepting parking privileges, users agree to save harmless the Commonwealth and its agents from any Loss or Damage incurred while using DCAMM parking facilities.

PROCEDURE: Constitutional officers, cabinet secretaries, legislative leaders, independent agency heads and designated Agency Liaisons shall make any requests for parking to DCAMM in writing. Such persons are responsible for assigning all parking spaces allocated to their agencies by DCAMM, determining the needs of employees with handicaps and meeting those needs through the agency's allocation.

It is the responsibility of the Agency Liaison to provide a vehicle registration number for each person who is assigned parking. Employee parking in DCAMM Parking Facilities is limited to those who work in DCAMM buildings. The Agency is also responsible for keeping DCAMM informed as employees leave.

DCAMM will reconcile the parking information with each Agency every six months to ensure that all information is up to date and accurate.

No vehicle shall park in an Illegal Parking Space. No vehicle shall park in a Handicapped Accessible Parking Space without proper HP identification. Illegally parked vehicles are subject to tow and/or the loss of parking privileges.

No vehicle shall gain access to such facility except by the use of a Photo ID Access Card. (The Photo ID Access Cards of personnel authorized to park in DCAMM facilities will be programmed to allow access into the appropriate garage.)

Each person authorized to park in the Hurley Garage and Merrimac parking Lot will have a reserved space or an unreserved space. The reserved parking spaces are located and marked. Each space is numbered and assigned to an individual person. The unreserved parking spaces are located mainly at the Merrimac Parking Lot and are occupied on a "first come, first served" basis. If a driver forgets his/her Photo ID Access Card, the driver must proceed to DCAMM's Office in Room 13 of the State House to secure a Visitor Access Card. If the Photo ID Access Card or the Visitor Access Card is lost, there is a \$12 replacement fee.

Citations & Towing

PURPOSE: To ensure a safe and orderly parking facility for authorized personnel. To state the procedure for removing vehicles using DCAMM Parking Facilities without proper authorization.

POLICY: It is the policy of DCAMM to have vehicles that create a hazard to the facility or its occupants removed from DCAMM Parking Facilities.

Further, DCAMM reserves the right to have any vehicle that does not have the proper credentials displayed, and/or cannot be properly identified as an authorized vehicle, removed without warning.



LINDEMANN BUILDING

Such vehicles will be towed under DCAMM supervision and at the owners' expense.

PROCEDURE: Any person who fails to follow designated parking procedures may be issued a Parking Citation by the Massachusetts State Police.

Unacceptable parking procedures include:

- Parking in a space marked "No Parking" or "Fire Lane";
- Parking in a Handicapped Accessible Parking Space without RMV-issued HP plates or placard;
- Blocking access to a Handicapped Accessible Parking Space or other identified parking space;
- Blocking access to an entrance or exit, blocking a legally parked vehicle, or parking in or across more than one space;
- Not displaying a Placard
- Parking in a space reserved for someone else, or
- Parking in an unauthorized facility.

Any vehicle receiving a Parking Citation will be subject to removal at the owner's expense.

Unidentifiable vehicles may be towed without prior notice.

Violations may result in the suspension or forfeiture of parking privileges.

Temporary Visitor Parking

PURPOSE: To accommodate agencies and constitutional offices by providing limited Temporary Visitor Parking for persons needing to travel to the Government Center Complex to conduct business with agents of the Commonwealth of Massachusetts.

POLICY: It is the policy of DCAMM to provide temporary parking whenever possible for the use of visitors of tenant agencies and constitutional offices. Arrangements for Temporary Visitor Parking must be made between the DCAMM Parking Administrator and the Agency Liaison.

PROCEDURE: All parking requests for Visitor parking must be received by the DCAMM parking Administrator at least 24 hours in advance. Such requests must be in writing and must include the visitor's name, and the make, model and registration number of the visiting vehicle. Parking requests for Monday (in some cases Tuesday during holidays) should be submitted before 2:00 P.M. the previous Friday.

Due to the limited number of parking spaces, some requests may not be authorized.

Visitors who are authorized a Temporary Visitor Parking space in the Saltonstall Garage must follow the procedures below:



LINDEMANN BUILDING

Entrance to the Saltonstall Garage (100 Cambridge Street) is located off of Somerset Street. From Cambridge Street turn RIGHT onto Somerset, the entrance to the garage is underneath the building on your right. Upon receiving the parking ticket from the ticket dispenser, the requesting party MUST visit Room 107 in the McCormack Building (bring parking ticket with you) no earlier than 8:30am and no later than 4:00pm on the day of their request. DCAMM staff will validate the requesting party's ticket. At the end of the business day (when the requesting party is leaving for the day), and upon having the parking ticket validated, in Room 107, the requesting party must then visit the "Pay On Foot" station, located in Saltonstall building lobby, OR at "Exit Gate". The Individual inserts their original ticket, pulled at entrance, followed by this "Chaser Ticket" at the "Pay On Foot" station or at the "Exit Gate".

The 24/7 entrance to 100 Cambridge Street Building can be accessed from Cambridge Street (Front of Building) and McCormack / 100 Cambridge Street Plaza. Stairway to the Plaza entrance is located on Bowdoin Street between McCormack building and 100 Cambridge Street building. Also, there is an entrance to the Plaza via Somerset St.

- Lost Ticket: Please contact DCAMM Security @ 727-4100 prior to 4pm if parking ticket is lost

Loss of or Damage to Vehicles in DCAMM Parking Facilities

POLICY: It is the policy of DCAMM to assume NO responsibility for Loss of, or Damage to, vehicles parked in DCAMM Parking Facilities. By accepting parking privileges, users agree to save harmless the Commonwealth and its agents from any such Loss or Damage.

PROCEDURE: Although DCAMM assumes no responsibility, any incidents regarding the Loss of or Damage to a vehicle or its contents should be reported to the Director of Security. Claims may be forwarded to the Executive Office for Administration and Finance, Attention: Tort Claims, State House, Room 373, Boston, Massachusetts 02133. All claims should include the following language: "This letter serves as a notice of presentment as required by Massachusetts General Laws Chapter 258, Section 1 et seq."

Handicapped Accessible Parking

POLICY: It is the policy of DCAMM that requests by Agency Liaisons for Handicapped Accessible Parking Spaces be made in the same manner as requests for regular spaces as outlined in Handicap Accessible Parking Spaces are assigned from within an agency's allotted number of parking spaces, not in addition to the authorized number of spaces assigned.

PROCEDURE: All parking spaces in DCAMM garages, including Handicapped Accessible Parking Spaces, are assigned through Agency Liaisons. Agencies can meet their needs for handicapped parking in two ways.

Regulation Spaces. There are regulations Handicapped Accessible Parking Spaces in the Lindemann Garage all of which are assigned according to a waiting list. Historically, these spaces have been assigned to employees with permanent disabilities with HP license plates on



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a "first come, first served" basis. Once the user leaves State service, the parking space reverts to DCAMM for reassignment to the next agency on the waiting list. An HP license plate or placard is required in order for a person to be considered for assignment to one of these Handicapped Accessible Parking Spaces

Non-Regulation Spaces (out of agency allocation). Regularly allocated spaces may be used by Agencies to meet their needs. These spaces are NOT regulation size. It is the responsibility of each agency to determine the needs of its employees and assign the allocated spaces justly. If an agency needs a Handicapped Accessible Parking Space and is at its space allocation, that agency must reassess its parking allocations and make adjustments to accommodate the handicapped parking need using its own allotted spaces.

Maintenance of Records of Photo ID Access Card Activity

POLICY: It is the policy of DCAMM to maintain Photo ID Access Card activity records that are useful in sustaining and/or improving security and parking operations, such as lists of cardholders and a Transaction Log. The Commissioner will release Photo ID Access Card activity records pursuant to state and federal laws.

PROCEDURE: Each time a Photo ID Access Card transaction is completed, information from that transaction is stored in the security/access system as a record. The stored records make up the Transaction Log. DCAMM maintains one week's worth of transactions; that is, at any given time, the Transaction Log contains records of all Photo ID Access Card activity from the preceding seven days.

Bicycle Parking

POLICY: It is the policy of DCAMM to provide bicycle racks for the use of state employees who work in DCAMM facilities. Bicycles shall not be ridden or walked through the lobbies/hallways of DCAMM buildings or parked in any Office Space or Common Space, except where designated for bicycle parking.

PROCEDURE: Employees should use the bicycle racks provided in the Garage and at Staniford Street side of the building. The Photo ID Access Cards of all employees who work in either the State House or the Hurley Building have been programmed to allow access to the garage

Lindemann Building Pest Control

Success in managing pests depends upon a collaborative effort of the Division of Capital Asset Management and Maintenance (DCAMM) management, building staff, contractors, food service personnel, the pest control contractor and employees. Procedures include education; minimizing sources of food, water and access; and requiring a prompt proactive response to complaints by employees and the Pest Control Contractor.

DCAMM management responsibilities to make customers more aware include:

- Educating agencies and employees of their responsibility to eliminate food sources that attract and sustain insects and rodents in the workplace;
- Educating cleaning personnel of their responsibility to eliminate food residues and to use thorough housekeeping practices in the workplace;
- Educating building tenants of their responsibilities to:
 - Provide organizational sanitation by eliminating excess paper
 - Recycle paper and boxes for prompt removal
 - Store materials off of the floor and away from walls
 - Maintain closets and files with minimal clutter

Customer responsibilities include the following preventive measures:

- Ensuring that food is not left in desks or on desktops or other areas accessible to pests, along with keeping individual workstations clean
- Rinsing all soda cans and bottles and storing them in appropriate containers for recycling. Removing recycled cans and bottles from offices daily
- Reporting any pest problems or conditions related to pest problems to the Building Operations 617-727-4100.

Preventive measures by DCAMM staff include:

- Ensuring that all openings in walls and floors are covered
- Ensuring that the cleaning contractors steam wash loading dock compactors twice per month and wash and disinfect the areas around these areas twice per month or more frequently.

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- Ensuring that DCAMM's mechanical contractor promptly repairs all leaks in restroom plumbing, internal drains, or induction units that can sustain existence for insects and pests
- Contracting with pest control experts who work in areas designated by DCAMM and visit the Lindemann Building three times per week
- Maintaining written records to track problems and prevent recurrences
- Evaluating the results of all pest management actions
- Customer follow-up

Lindemann Building Posting Notices or Posters

No posted material shall be affixed to walls, doors, or elevators. No political campaign materials shall be displayed or posted in the Hurley Building.

All posters/notices must be pre-approved by the Division of Capital Asset Management and Maintenance (DCAMM) or his/her designee. If approved, posters/notices may be posted at a location determined by DCAMM. Failure to adhere to this procedure will result in the removal of posted material.

When permanent signs are needed, DCAMM will install them. Agencies may install signs with DCAMM's consent, provided they are consistent with other signs on the same floor and are ADA compliant.

Prohibited and Dangerous Items

Prohibited Items:

The following items are not permitted inside the Building:

- Dangerous Weapons: Only sworn Federal, State, County and Municipal law enforcement officers duly authorized to carry a weapon may do so while inside the Building.
- Cut fresh Christmas trees, wreaths etc.
- Open flames
- Smoking
- Pets or other animals with the exception of service animals
- Appliances, such as portable heaters *

* Should an exception to this policy be requested, a [Portable Space Heater Request and Approval Form](#) must be submitted to DCAMM. Requests may come from an individual or from an agency ADA Liaison for an individual's reasonable accommodation. Please note: The request must be approved by the requestor's supervisor prior to submittal.

Dangerous Items:

The following are not permitted inside the Building by anyone other than sworn police officers of the Commonwealth of Massachusetts or federal law enforcement officers:

- Firearms of any kind (see details below)
- Explosive devices of any kind
- BB or pellet guns
- Knives with blades greater than 3" long
- Mace, pepper spray or other chemical agents
- Stun guns or other device for directing an electrical charge at persons
- Other dangerous items, as determined by security officials or facility staff (see below)

All visitors, (e.g., anyone who is not a state employee or does not have ID Access) must submit to screening at a security checkpoint before entering the Building. Any visitor refusing to submit to screening will not be allowed entrance to the facility. Visitors are strictly prohibited from carrying any weapon (as listed above) while present in the Building.

Firearms:

Only sworn law enforcement personnel from federal, state, county or municipal agencies are authorized to carry a firearm or other weapon while present in the Building. Those authorized officers must present valid agency identification to the Security Staff assigned to the building entrance. Following an inspection of proper credentials, the officer will be allowed to by-pass



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the screening equipment to enter the facility. Once permitted to enter the facility, the officer must ensure that the weapon remains on his/her person during their entire presence within the facility. Visitors in possession of a weapon must declare the weapon to Security Staff on duty at the entry point. Visitors are not permitted in the Building with weapons as defined in section 10(b) of Chapter 269 of the Massachusetts General Laws. Visitors will not be provided with secure storage areas for weapons. Visitors attempting to enter the Building with weapons will be denied entry and advised to secure those weapons elsewhere and return unarmed.

Other Dangerous Items:

Building Security Staff have sole discretion to disallow any other item that may, in their opinion, present a threat to the safety and security of the building or its occupants.

Items determined to be dangerous by authorized officials, as noted above, will not be permitted into the Building. At the discretion of the screening personnel on duty such items may, at the exclusive risk of the item's owner, be put aside at a nearby location and reclaimed by the owner after exiting the facility. Neither DCAMM, nor any of the agencies noted above, assume any responsibility for items left pursuant to this policy. The Massachusetts State Police will respond to all incidents where a concealed weapon is not declared yet disclosed during a security inspection. The Massachusetts State Police reserve the right to ask for and view the owner's permit to carry said weapon. Individuals in possession of firearms who are unable to produce a valid permit for that weapon are subject to arrest and confiscation of the weapon in accordance with Massachusetts' law.

All inappropriate comments compromising the safety and security of the Building and/or personnel will be taken seriously and referred to the MA State Police for action.

Only state employees carrying a valid state employee identification card may be allowed to bypass a security checkpoint.

Lindemann Building Recycling

Tenant agencies in the Hurley Building are encouraged to collect all Recyclable Material for pickup by the recycling contractor.

All agencies can recycle paper waste using the blue desk-side receptacles.

Lindemann Building Security

It is the policy of the Division of Capital Asset Management and Maintenance (DCAMM) to provide a safe and secure working environment for employees and visitors to DCAMM facilities, through the prohibition of carriage of weapons or other dangerous items inside these facilities and to screen those entering the facilities to prevent the unauthorized conveyance of dangerous weapons into the facilities.

The Security Department:

- Manages Building Visitors and Customers
- Establishes and implements Security and Safety policies and procedures
- Provides Emergency Response Planning
- Manages contracts for Security Services and Security Equipment Maintenance and Repair
- Provides Photo ID/Access Cards for employees
- Maintains Key Control
- Manages building Parking Operations

The Security Department works with the following agencies/companies to maintain a secure facility:

- Department of Conservation and Recreation Park Rangers
- Massachusetts State Police
- Executive Office of Public Safety
- State Fire Marshal
- Boston Fire Department
- Fire Detection and Alarm Contractor
- Division of Employment and Training
- Department of Mental Health
- Legislature's Joint Committee on Rules

To contact the Security Department, email them at: security.dcammm@state.ma.us

For more urgent issues, contact the Security Director at (617) 727-4100

Lindemann Building Services

- Bank ATM at the lobby
- Cafeteria on the 1st floor level

Smoking Policy

No smoking is allowed in the building. Effective August 25, 1997, the Smoking Policy prohibits smoking in any area of any State Office Building, including bathrooms, stairwells, and garages in accordance with M.G.L Chapter 270, section 22. This law supersedes Administrative Bulletin 87-1 promulgated by the Executive Office of Administration and Finance

Below is a link to M.G.L., Chapter 270, and section 22

<https://malegislature.gov/Laws/GeneralLaws/PartIV/TitleI/Chapter270/Section22>

Work Order Request

Work Order Requests from this site are for DCAMM managed facilities.

Please use the **CAMIS FAMIS SELF-SERVICE**

http://ias02.accruentondemand.com:8090/fss_dcamprd_dcam110fss/selfservice.login work order system to request all services for all DCAMM managed facilities **except** for those listed below.

Please use the **NEW CAMIS Tririga Request Central**

<https://camis.dcp.state.ma.us/index.html> work order system for the following facilities as of October 28, 2014: **John W. McCormack, Charles F. Hurley and Erich Lindemann, Springfield Data Center, Springfield Dwight Street, Springfield Liberty Street, The Big E and Pittsfield Office Building.**

If you have not received a username and password yet, please contact CamisHelpdesk.dcam@massmail.state.ma.us