DIVISION OF CAPITAL ASSET MANAGEMENT & MAINTENANCE

Pittsfield State Office 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 Pittsfield State Office Building and community.

The Division of Capitol Asset Management and Maintenance (DCAMM) oversees the Pittsfield State Building services, including:

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

If you have any questions, please contact DCAMM Building Operations located in Room 107 (413) 442-1893.

NOTE: Normal business hours of operation in the Pittsfield State Building are 8:30 am - 5:00 pm, Monday through Friday.

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

MAY 2016

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Pittsfield State Office Building Operations and Contacts

The Building Facility Maintenance Office, Room 107 of the Pittsfield State Building is open during regular business hours to respond to grounds, maintenance, mechanical, cleaning, pest control, and life safety systems. The Building Facility Maintenance Office may be contacted 9:00 am- 4:30pm at **(413) 442-1893**.

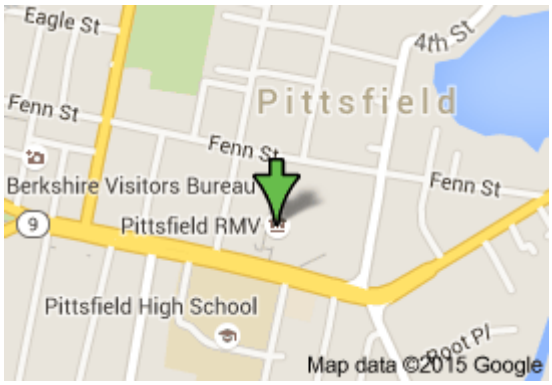
The Control Center, located in Room 109 of the McCormack, may be contacted Monday through Friday during business hours, 8:00 am-5:00 pm, at **(617) 727-1100**; after business hours at **(617) 727-1000**.

CONTACT	LOCATION	PHONE/FAX	E-MAIL
Building Operations Main Office		phone: (413)-442-1893 fax: (413)-442-1808	Donald.Moretz@state.ma.us
Richard Goulet, Director of Operations and Maintenance	Room 1500 McCormack Building Boston, MA	phone: (617) 727-4050 x 31293 fax: (617) 727-8092	richard.goulet@state.ma.us
Kelly Flaherty, Facility Manager		phone: (413) 346-9020	kelly.flaherty@state.ma.us
Ed Kennedy, Director of Life Safety and Security	Room 107 McCormack Building Boston, MA	phone: (617) 727-4100 x 31237 fax: (617) 727-2576	ed.kennedy@state.ma.us
Control Center 24/7	Room 109 McCormack Building Boston, MA	phone: (617) 727-1100	control.center@state.ma.us

Pittsfield State Office Building Information

Directions to the Pittsfield State Office Building

Pittsfield State Building
333 East Street
Pittsfield, MA 01201



From the South:

- Take US-7 North
- Follow US-7N to US 20 W/US-7N
- Turn right onto E Housatonic Street
- Turn Left onto Appleton Ave
- Turn Left onto East Street
- Pittsfield State Office Building will be on your right

From the North:

- Take I-91 South to exit 26 for MA-2 West toward MA 2A E/Greenfield Ctr./N Adams
- At the traffic circle take the 1st exit onto MA-2W
- Turn right onto MA 112S
- Turn right onto Sears Road
- Continue on MA-9W
- Turn right onto MA-112 S/MA-9W
- Use the left 2 lanes to turn slightly left onto Merrill Road
- Continue onto East Street
- Pittsfield State Office Building is on your right

From the East:

- Take I-90 West to Lee MA exit (exit 2)
- Follow US 20 West for about 10 miles
- Turn right onto East Housatonic Street

- Turn left onto Appleton Avenue
- Turn left onto East Street - Pittsfield State Office Building will be on your right

From the West:

- Take I-90 East to Lee MA exit (exit 2)
- Follow US 20 West for about
- Turn right onto East Housatonic Street
- Turn left onto Appleton Avenue
- Turn left onto East Street - Pittsfield State Office Building will be on your right

Public Transport Options

From the South:

- Leave Great Barrington Fair Grounds Plaza on bus route # 21
- Arrive in Lee Prime Outlets @ :25 past the hour on bus route # 2
- Leave Lee @ :33 Past the hour
- Arrive in Pittsfield Station @ :25 past the hour
- Leave for 333 East Street @ 30 past the hour bus route # 14

From the North:

- Leave North Adams Main Street @ :20 past the hour bus route # 1
- Arrive Pittsfield Station @ 30 past the hour
- Leave for East Street @ 33 past the hour bus route # 12

From the West:

- Leave Lebanon Ave @ :15 past the hour bus route # 15
- Arrive Pittsfield Station @ :30 past the hour
- Leave for 333 East Street @ :33 past the hour bus route # 12

Pittsfield State Office Building Facility Management Office

Located in Room 107, the Facility Management Office is available during regular business hours to respond to questions regarding the following concerns:

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

Contact Information for Customer Service:

Regular Hours: (413) 442-1893 Monday through Friday 8:30 am to 5:00 pm
After Hours: McCormack Building Control Center 24/7 Line at (617) 727-1000

Pittsfield State Office Building Contractor Work Permit

Agencies must have a permit from DCAMM to make any changes to their work spaces. Contractors are not allowed into DCAMM buildings without a signed copy of this permit. Contractors and agencies must follow all contractor work permit stipulations. Original and copies (as well as related drawings, floor plans, and charts) must be received by DCAMM two weeks prior to beginning the project.

Pittsfield State Office Building Emergencies

DCAMM Security and Life Safety Department establishes fire and emergency response plans, including evacuation plans and procedures. The Security and Life Safety Department also organizes evacuation teams, which are set up by either Agency or floor to function as organizers to facilitate the safe evacuation of those who work in, or visit DCAMM facilities. Evacuation teams, which are picked by DCAMM, consist of a Team Leader, Assistant Team Leader, Area Monitor, Stairwell Monitor, and Handicap (HP) Assistant. Evacuation Team Leaders (ETLs) provide 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 Security and Life Safety Department holds 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 B-4	413-743-4700
DCAMM Building Operations	413-442-1893
DCAMM Deputy Director of Security and Life Safety	617-991-6865

EMERGENCY SITUATIONS
Bomb Threat Elevator Malfunction Fire and Life Safety Fire Safety Guide Medical Emergency Power Failure Severe Weather Toxic Hazards

Emergency Procedure Plan

Please See the Pittsfield State Office Building Emergency Procedures Plan Below:

DIVISION OF CAPITAL ASSET MANAGEMENT & MAINTENANCE

Office of Facilities Maintenance and Management

Pittsfield State Office Building

333 East Street
Pittsfield, Ma 01201

Emergency Occupant Plan

Building Manager for this facility is Donald Moretz
Telephone number 413-442-1893
Cell phone 413-495-2134

Emergency Number: 911

Bomb Search Officer: The ranking public enforcement or fire official

Designation of Other Organization Personnel Each Agency or Bureau will provide personnel to staff the Emergency Team. The Emergency Coordinators will arrange for the designation of employees to fill the following positions: floor safety monitor, area/room monitor, and mobility impaired persons' monitor for each floor.

Emergency Coordinators (Team Leaders) will:
Establish and maintain the Emergency Team
Issue necessary/printed instructions to facility occupants

Assist landlord and local enforcement or fire officials in the event of an emergency
Keep roster current, train team members

Floor Safety Monitor will:
Assign area/room monitors, handicapped persons' monitors for his/her floor or area
Instruct his/her assistants in emergency procedures to be followed
Keep occupants of floor informed of emergency procedures
Keep current roster of area/room monitors
Direct orderly flow of personnel during emergencies and drills along prescribed relocation/evacuation routes
Maintain current roster of mobility impaired persons
(Name, telephone extension, sitting location, type of restriction)
Keep alternates informed of emergency plans and procedures
Make floor clearance report to responding emergency personnel

Area/Room Monitors will:
Direct orderly flow of personnel during emergencies and drills in area
Ensure that all employees have evacuated their area and report to the safety floor warden
Keep alternates informed of emergency plans and procedures

Mobility Impaired Persons' Monitor will:
Inform safety floor warden of mobility impaired persons on floor
Assist all mobility impaired to a safe area and assist fire department in their evacuation, if necessary
Know the location of safety evacuation chairs, any wheelchairs, crutches, etc. which may be needed by handicapped person
Keep alternates informed of emergency plans and procedures.

Fire Emergency

Report all fire regardless of size

Fire Reporting Procedures
Upon discovering a fire:
Proceed to the location of the closest Fire Pull Box and set off the alarm.
The alarm will alert people on all floors of the building and inform the Pittsfield Fire Department directly.
Fire Pull Boxes are located in the hallway of each floor and displayed on the safety floor plan, which is posted on each floor.

If safely possible, a person designated by the Emergency Coordinator should contact the Building Manager (phone number is 442-1893) and give specific details of the fire. Describe the nature of the fire (wastepaper basket, office machine, rug, electrical, etc.) The Building Manager will be responsible for further contact with the Pittsfield Fire Department.

Fire Evacuation Procedures
The steps are:
Sound the Alarm
Notify the fire department
Immediately begin evacuating the building.
Proceed to the nearest exit
Take only essentials.
Do not use the elevators.
Re-group outside and away from the building to await the fire department.

Do not, under any circumstances, re-enter the building until the Building Manager or the Pittsfield Fire Department has announced the ALL CLEAR.

IMPORTANT NOTICE

Review the floor plan doorways, stairways, and exits. Identify the one that applies to you.

The use of fire extinguishers is not recommended unless you are comfortable with their operation and the situation allows it.

The most important issue is life safety!

Notification to the fire department and evacuation of all in the building is paramount!

Medical Emergency

In the event of a medical emergency call 911 and state the emergency, address, and location in the building.

- Call the Building Manager at 442-1893 and advise him of the emergency, the location, and that a call has been placed to 911.
- Have a designated individual meet the arriving emergency personnel and escort them to the scene.
- Keep the patient as comfortable as possible.
- Respect the patient's privacy and secure the area to onlookers.
- Keep the corridors and paths clear.

Have someone collect as much information as possible such as:

- Name of patient
- Age or DOB
- Address
- Phone contact and who to call
- Reported symptoms
- Date and time
- To what facility is the patient being transported to for treatment.

Be sure to pass this information on to the Building Manager who will be generating an Incident Report.

BOMB THREATS

Notify your Supervisor immediately!
Notify the Building Manager immediately!

An employee receiving a call about a bomb threat should try to get the exact location in the building where the bomb has been placed. Try to solicit as much information as possible from the caller, try to ascertain sex, race, voice, group affiliation, etc. Be alert to background noises or other clues that may indicate who is calling and the location of the caller. It is VERY IMPORTANT TO NOTE: the TIME the call was received and how much time before the bomb is to go off.

The call must be reported IMMEDIATELY to your SUPERVISOR who, in turn, will notify the Building Manager who will contact the Pittsfield Police and Fire Departments (911), The Deputy Commissioner of Inspectional Services and the Building Manager.

Under **NO** circumstances should an employee touch a foreign object, if found. That is the job off the Bomb Squad of the Pittsfield Police or Fire Department and/or the Massachusetts State Police.

BOMB THREAT EVACUATION PROCEDURES
If evacuation is necessary, your supervisor or the Emergency Coordinator will announce it. Designated safety evacuation team monitors will be responsible for the orderly evacuation of all employees. Employees will obey the instructions of the safety evacuation team monitors or others in authority. (i.e. bomb search officer, police, etc.) Prior to evacuation your immediate work area, check the space and report any suspicious packages or objects to the floor warden. **DO NOT TOUCH THE OBJECT.**

You will return to your work area after an “ALL CLEAR” message has been announced.

Be sure to review the following page in advance so as to be aware of the gathering of important information.

BOMB THREAT CHECK LIST

When receiving a telephoned BOMB THREAT try to stay as calm as possible and concentrate on what the CALLER is SAYING, the CALLERS VOICE, and any BACKGROUND NOISE.

REMEMBER!
Keep the caller talking!
Don't interrupt
Ask the caller to speak, louder, slower, etc.
Ask the caller to repeat!
Write down the EXACT message
Immediately notify your SUPERVISOR

CHECK LIST
The following checklist is to be completed by any employee receiving a call about a BOMB THREAT. Report the call to your SUPERVISOR or then COMPLETE the remainder of this form before discussing the call with anyone.

QUESTIONS TO ASK
When is the BOMB to explode?
Where is the BOMB now?
What does the BOMB look like?
What will cause it to explode?
Where did you place the BOMB?
Why?
What is your name? Address?

CALLER'S VOICE (circle as many as apply)

CALM	CRYING	EXCITED	NORMAL
ANGRY	DISTINCT	PLEASANT	STUTTER
SLOW	NASAL	RAPID	DISGUISED
SOFT	SLURRED	LOUD	DEEP
LAUGHTER	DEEP BREATHING		

LANGUAGE/ACCENT (circle as many as apply)

GOOD	FAIR	POOR	CURSING
LOCAL	NOT LOCAL	FAMILIAR*	SOUTHERN
FOREIGN NATIONALITY		OTHER	

- If voice was FAMILIAR who did it sound like?

BACKGROUND NOISES (circle as many as apply)

OFFICE MACHINES	FACTORY MACHINES		ANIMALS
STREET SOUNDS	QUIET		AIRCRAFT
TRAINS	VOICES		MIXED
OTHER			

THREAT LANGUAGES (circle as many as apply)

READ BY CALLER	IRRATIONAL	INCOHERENT
RECORDING	VULGAR	WELL SPOKEN

TRAINING

General: A continuing program of training and education for all team personnel is necessary to ensure maximum effectiveness of the TEAM. Individuals who are assigned under this plan will be given instructions in their specific areas of responsibility by the Emergency Coordinators.

Drills: The TEAM will participate in periodic drills as part of their training to familiarize themselves with proper emergency actions. Building occupants will also participate in partial evacuation (relocation) drills to become familiar with evacuation routes and emergency procedures.

Safety Emergency Team Monitors: Team members will participate in training sessions as related to their function in the plan, such as:
Alarm and communication systems
Evacuation methods and crowd handling
Evacuation of handicapped persons
Use of emergency equipment

SAFETY EVACUATION MONITORS
STATE OFFICE 333 EAST STREET, PITTSFIELD, MA.

DEPT	FLOOR	EXIT	MONITOR	ALT.
Building MGR. 413-442-1893 (cell-413-478-7676)	1ST	Front	D. Moretz	R. Bush
DOR 413-499-2206	1st	Front	G. Beckett	M. Keegan
RMV 413-443-5925	1st	Front/Rear	K Decker	M. Hoar
BMH 413-499-0412	1st	Rear	C. Mahony	C. Cote
	2nd	Front/Rear	N.Ellen Poulin/ N. Himes	G. Lesure/ G. Coppola
	3rd	Front/Rear	K. Doscher/ M. Lenz	A. Mucia/ J. Preen
	4th	Rear	C. Degraff	S. Doscher
DMH 413-395-2000	4th	Front/Rear	N. Brenner	K. Casella/ C. Gaylord
DDS 413-447-7381 Johnstone	5th	Front/Rear	M. Daniels/ B. Brewer	M. Barnaby/ W.
			S. Stevens	S. Stevenson

Pittsfield State Office Building Fire System Information

The Pittsfield State Building Fire System Response is used for the planning and evacuation purposes. The evacuation response for this building is to evacuate ALL floors in the event of any alarm activation. Occupants of each affected floor should evacuate immediately when they get the alarm notification on their floor. Floors not affected by the alarm will not get the alarm notifications. The sequence of alarm activations and required occupant actions are noted in the table below.

Alarm System Information

The Pittsfield State Building fire detection and alarm systems are fully automatic, and when activated, a number of operations happen simultaneously:

- Pittsfield Fire Department is notified immediately
- The Command Center is notified and trained employees are dispatched to the location.

The activation of the fire alarm system immediately notifies Building Security that an emergency situation exists, automatically summons the Pittsfield Fire Department, and signals the occupants in the building to evacuate. Most fire alarm activations will call for evacuation. It is critical that all personnel exit the building immediately. Do not re-enter the building until the Pittsfield Fire Department gives permission to do so.

Activity	Alarm Sequence	Signals	Locations Needed	Actions Required
Alarm Activation	EVACUATION ALARM	Horns and strobe lights activate	Everyone immediately and carefully evacuates down the stairs.	Everyone immediately and carefully evacuates on to lawn away from building Front and back lawn areas
Multiple Alarm Activations	EVACUATION ALARM	Horns and strobe lights activate	Everyone immediately and carefully evacuates down the stairs.	Everyone immediately and carefully evacuates on to lawn away from building Front and back lawn areas
Alarm Silenced	ALL CLEAR (Fire Dept. must authorize)	(Fire Dept. must authorize)	Entire building, all floors all locations	Return to building or work floor in a calm and orderly manner.

Photo Identification and Access Cards

One card is issued to each employee in the Pittsfield State Building and is not transferable. Photo ID Cards are authorized for use only by the employee named and pictured on the card.

Walk-in ID hours:

- Contact DCAMM Pittsfield Building Manager to schedule an appointment to receive a photo identification access card.

Replacement Cards:

- Contact DCAMM Pittsfield Building Manager to obtain a replacement photo identification card.

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.

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: *Check all that apply*						
	Injury	☐	Security Issue	☐	Threat	☐
	Fire	☐	MV Accident	☐	Assault	☐
	Theft	☐	Vandalism	☐	Other (specify)	☐

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 ☐ **Race:** _____ **Age:** _____
Female ☐ **Height:** _____ **Eye Color:** _____

Other Identifiers:

Dcamm only

Date Received: **Referred to:**
Comments:
Completed by: **Date:**

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

INCIDENT # _____
Page __1__ of __3__

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 paces for Incident Report Narrative/Information and After Action Report (if applicable).

INCIDENT # _____
Page __2__ of __3__

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__

MITC Key Management

All Pittsfield State Building tenant agencies are requested to supply 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

Pittsfield State Office Building Lost and Found

To report **lost property**, contact Building Operations Office at (413) 442-1893 in Room 107.

Please bring **found items** to Building Operations Office in Room 107.

ALL materials or lost items will be held for 30 day and then disposed of.

Modification of Office Space

Any agency wishing to modify or renovate office space must notify DCAMM in advance and receive written approval from DCAMM 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 form 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.

Pittsfield State Office Building Parking Policies and Procedures

It is the policy of DCAMM to allow only authorized personnel to park in facilities. 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.

Purposes:
To ensure a safe and orderly parking facility for authorized personnel. To state the procedure for removing vehicles using the Pittsfield State Building without proper authorization.

Policies:
It is 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 authorization removed without warning. Such vehicles will be towed under DCAMM supervision and at the owner's expense. All parking spaces in DCAMM lots, including Handicapped Accessible Parking Spaces, are assigned through Agency Liaisons.

Procedures:
Any person who falls to follow designated parking procedures may be issued a warning by the Facility Manager.

Citations and Towing:
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 an entrance or exit, blocking a legally parked vehicle, or parking in or across more than one space.
- Parking in a reserved space.

Vehicle Damage in Parking Facilities:
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.

Handicap Accessible Parking:
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 the Handicap Accessible Parking Spaces are assigned from within any agency's allotted number of parking spaces, not in addition to the authorized number of spaces assigned.

Bicycle Parking:
It is policy of DCAMM to provide outdoor bicycle rack for the use of state employees who work in the State Facilities. Bicycles under no circumstance shall be ridden or walked through the lobbies/hallways of the facility or parked in any Office Space or Common Space, except where designated for bicycle parking.

Pittsfield State Office 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.

Policies:
It is the policy of DCAMM to ensure that all office spaces and common spaces are free of pests by educating its contractors and customers, following IPM procedures in accordance with Executive Order 403, and successfully managing its pest control contract; and to adopt and implement Executive Order No. 403, entitled Integrated pest Management for Massachusetts State Agencies.

Preventative Measures:

- Ensuring that food is not left in desks or on desktops or other areas accessible to pest;
- Keeping individual workstations clean;
- Removing recycled cans and bottles from offices daily;
- Providing and using plastic or metal container with tight-fitting lids for the storage of organic material that agencies have a special need to retain;
- Reporting any pest problems or conditions conducive to pest problems to the Facility Manager office at 413-346-9120.

Education measures to reduce food clutter, etc:
DCAMM Management responsibilities to make customers more aware include:

- Educating customer agencies and employees of their responsibilities 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 personnel responsible for refuse management and recycling of their responsibilities to keep containers, and container areas scrupulously clean, and to ensure consistent and regular removal and disposal
- 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 wall and maintain closets and files with minimal clutter

Contact Pittsfield State Office Building, Facility Management Office to report pest activity.

Pittsfield State Office Building Posting Notices or Posters

It is the policy of DCAMM to enhance the appearance of state office buildings by prohibiting the use of paper signs in DCAMM facilities.

No paper, cardboard, wooden, etc. signs shall be allowed in the Pittsfield State Building. No political campaign materials shall be displayed or posted in the Pittsfield State Building.

All posters/notices must be pre-approved by DCAMM or Facility Manager/DCAMM staff. 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

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.

Pittsfield State Office Building Security

It is the policy of 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
- Manages security cameras which monitor the building and grounds 24/7.
- 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

In addition, all visitors and vendors must stop at the Security Desk located in the main entry of the Pittsfield State Building. Vendors must notify Security of any delivery, also sign in and out at the main entrance Security Desk. Any Contractor services scheduled to come to the building must receive approval from DCAMM prior to any delivery; provide maintenance, installation or services to building. Contractors will also be required to sign in and out at the main entrance Security Desk and may not gain access to User Agency premises unless they are greeted and accompanied by an employee of DCAMM or User Agency.

To contact the Security Department, email them at: security.dcamm@state.ma.us
For more urgent issues, contact the Security Director at (617) 727-4100

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, 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