



Massachusetts State Exposition Building Occupant Handbook

Welcome to the Massachusetts State Exposition Building at 1305 Memorial Avenue West Springfield, MA 01089. The information provided in this Handbook will inform occupants of important building procedures, services, and policies and provide an orientation to the Massachusetts State Building Eastern Exposition and community.

The Division of Capital Asset Management and Maintenance (DCAMM) oversees the Massachusetts State Exposition Building services, including:

- Mechanical maintenance
- Grounds (Landscaping/Snow Removal)
- Building Maintenance
- Janitorial Services



If you have any questions, please contact Kelly Flaherty located at the Springfield State Office Building at 436 Dwight Street Springfield, MA Room 130, office number (413) 346-9120.

Normal business hours are 8:00 AM to 5:00 PM Monday to Friday.

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

MASSACHUSETTS STATE EXPOSITION BUILDING

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Building Operations and Contacts

DCAMM shall be responsible for providing the building and property services as noted below.

DCAMM Office of Facilities Maintenance (OFM) Office is located at the Springfield State Office Building at 436 Dwight Street Springfield, MA on the 1st floor in Room 130

The OFM is available during regular business hours to respond to questions regarding concerns within the building. This office may be contacted at **(413) 346-9121**.

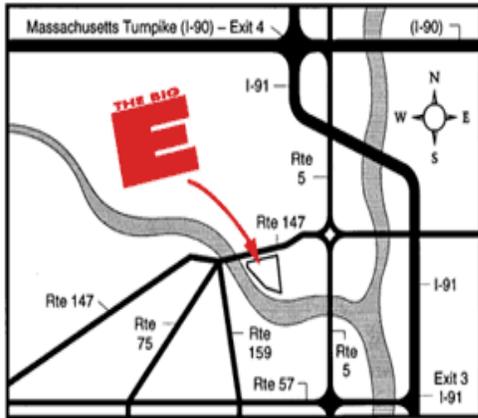
| CONTACT | LOCATION | PHONE/FAX | E-MAIL |
|---|--|--|--|
| Wanda Lacen, Building Operations Maintenance Office | Springfield State Office Bldg. Room 130 | phone: (413) 346- 9121 | Wanda.Lacen@state.ma.us |
| Richard Goulet, Director of Operations and Maintenance | Room 1500 McCormack Building Boston, MA | phone: (617) 727- 4050 x 31293 fax: (617) 727-8092 | richard.goulet@state.ma.us |
| Kelly Flaherty, Facility Manager | Springfield State Office Bldg. Room 130 | phone: (413) 346- 9120 | Kelly.Flaherty@state.ma.us |
| Ed Kennedy, Director of Life Safety and Security | Room 107 | phone: (617) 727- 4100 x 31237 | Ed.Kennedy@state.ma.us |
| 24/7 Control Center | Boston | phone: (617) 727- 1000 | ControlCenter@MassMail.state.ma.us |



Building Information

Directions to the Massachusetts State Exposition Building

State Exposition Building
1305 Memorial Avenue
West Springfield, MA 01089



Driving from the South

- Take I-91 North from Rte. 2, I-84, I-95 or the Merritt Parkway
- Follow I-91 North to Mass. Exit 3 to Route 5 North to Rte. 147 West, Memorial Avenue approximately 3/4 mi. to ESE's Gate 9 parking lot.

Alternate Route

- Take I-91 North to Conn. Exit 38 (Poquonock) to Rte. 75 North to Rte. 147 East. Continue approximately 1/2 mile to ESE's Gate 9 parking lot.

Driving from the North

- Take I-91 South to Mass. Exit 13B, to Rte. 5 South, to Rte. 147 West. Continue approximately 3/4 mi. to ESE's Gate 9 public parking lot.

Driving from East

- Take the Massachusetts Turnpike West to Exit 6 (Springfield). Go left at the light, following I-291 South to I-91 South (right lane) to Exit 3 and follow signs.
- OR, take the Massachusetts Turnpike West to Exit 4, to Rte. 5 South to Rte. 147 West. Continue approximately 3/4 mi. to ESE's Gate 9 parking lot.

Driving from West

- Take the Massachusetts Turnpike East to Exit 4, to Rte. 5 South, to Rte. 147 West.
- Continue approximately 3/4 mi. to ESE's Gate 9 parking lot.



Massachusetts State Exposition Building Facility Maintenance Office

Located in Room 130 at the Springfield State Office Building, 436 Dwight Street in Springfield, the Control Center is available during regular business hours to respond to questions regarding the following concerns:

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

Contact Information for Customer Service:

Phone: (413) 346-9121 Mon-Fri 8:00 AM-5:00 PM



State Exposition 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 |
| Massachusetts State Police | 413-736-8390 |
| DCAMM Building Operations | 413-346-9121 |
| 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 Plans

Office of Facilities Management

**MA State Exposition
Building**

EMERGENCY PROCEDURES:

Occupant Section



MASSACHUSETTS STATE EXPOSITION BUILDING

ABOUT THIS PLAN

This Emergency Response Plan is for use by all the occupants of the MA State Exposition Building. It contains comprehensive occupant information relative to the various elements of the plan, the organization of emergency response teams, specific response procedures and action items, and facility emergency information.

IMPORTANT:

If you are accessing this plan due to an ongoing emergency:

- **Go immediately to the table of contents,**
- **Locate that emergency (**bold red lettering**) section, and**
- **Follow the procedures for that emergency.**



I. EMERGENCY PLAN

PURPOSE

The purpose of this emergency plan is to:

- Ensure the immediate notification and activation of all emergency personnel
- Provide a clear course of action to be followed during any emergency situation
- Ensure the immediate relocation of affected building occupants as quickly and safely as possible
- Familiarize all occupants with the specific emergency procedures and appropriate response

GENERAL

The activation of a sprinkler head, smoke detector, or pull station immediately notifies Building Security that an emergency situation exists, automatically summons the Springfield Fire Department and signals the occupants to evacuate.

An effective emergency response requires teamwork. This plan will clarify the roles of building occupants, Emergency Team Leaders, DCAMM personnel, the Massachusetts State Police, and first responders in the event of an emergency.

Although building evacuation may occur as a result of any major emergency, the most common reason is fire alarm activation. Once an evacuation has been ordered, the same evacuation procedure used during a fire emergency should be followed.

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 Springfield Fire Department gives permission to do so.

II. REPORTING

A. GENERAL

The proper reporting of any emergency situation is crucial in assuring the fastest and most appropriate response by emergency personnel. Since there are several reporting options available to occupants, it is important to know the benefits and the limitations of one option over another.

B. REPORTING A FIRE - OPTIONS

1. **Locate the nearest fire pull station and pull the lever down completely.**

This is the fastest and most direct method to insure that all emergency response agencies, emergency teams, and building occupants are immediately notified of an emergency requiring immediate evacuation. Pull stations are located at key points throughout the State Exposition building. Become familiar with their locations.

OR

2. **Call 911.** Give the operator the following information: address, floor, tenant, And the location of fire or smoke if known.

AND

2a. Immediately call the DCAMM Office of Facility Maintenance in the Springfield State Office Building at 413-346-9121 inform them that a 911 call has been placed, and supply them with the same information given to the 911 operators.

OR

3. **Call DCAMM Control Center at 617-727-1000.** Give the Control Center the following information: floor, room number (if available), tenant, and fire or smoke location if known.
4. After the alarm system has been activated, locate the Emergency Team Leader and inform him/her of the location and nature of the emergency.

C. REPORTING OTHER TYPES OF EMERGENCIES

In the event of any other type of emergency (i.e. medical, bomb threat, etc.), alert the proper authorities, notify your Emergency Team Leader, and await further instructions.

| | |
|--|---------------------|
| Control Center (24hour) | 617-727-1000 |
| Springfield State Office Building | 413-346-9121 |
| Office of Facilities Maintenance | |
| Massachusetts State Police | 413-736-8390 |
| Springfield EMS | 911 |
| Springfield Fire Department | 911 |
| Springfield Police Department | 911 |



MASSACHUSETTS STATE EXPOSITION BUILDING

For posting in tenant areas:

EMERGENCY NUMBERS

911

413-346-9121 Springfield State Office Building Facility Maintenance Office

413-736-8390 State Police Springfield

617-727-1000 Control Center

IN CASE OF FIRE:

- **GO TO THE NEAREST PULL STATION**
- **PULL THE LEVER DOWN COMPLETELY**
- **BEGIN THE EVACUATION**

IN CASE OF OTHER EMERGENCY SITUATIONS:

- **CALL 911**
- **CALL THE CONTROL CENTER AT: 617-727-1000**
- **OR CALL THE STATE POLICE AT: 413-736-8390**
- **AND ADVISE THEM OF THE EMERGENCY IMMEDIATELY**
- **FOLLOW EMERGENCY PROTOCOL APPROPRIATE TO THE MEDICAL OR EMERGENCY CONDITION**

MEDICAL EMERGENCY NOTE:

If a medical emergency call has been placed to **911** you **MUST** also notify **Springfield State Office Building Facility Maintenance Office at 413-346-9121** and advise them of the nature and location of the emergency **AND** that **Emergency Medical Services** have been summoned via a call to **911**.



III. EMERGENCY RESPONSE PROCEDURES

A. GENERAL

The following pages establish procedures to follow for various emergency situations. Please become familiar with them.

While evacuation of a building is sometimes necessary, evacuation is not always the only, or even proper, response in an emergency. Decisions regarding when and how much of a building to evacuate are highly dependent upon the nature and circumstances of a specific emergency.

For example, the activation of the fire alarm system at the **State Exposition Building** will require the evacuation of the entire building. Most other emergencies may **not** require **immediate** evacuation. Some emergencies may require the occupants to leave the immediate area but not evacuate the building.

The Emergency Response Plan has been developed and organized according to the Incident Command System (ICS). Knowledge of the Emergency Procedures is your most important tool.

Some things to remember:

- When the alarm system is activated all doors are available to be used as an emergency exit. Be familiar with at least two emergency exits in your location
- Do not use the elevators for emergency evacuations
- Follow the instructions of the Emergency Team Leaders and Emergency Response Personnel
- **The overriding concern is for Life Safety. Use common sense**

B. EMERGENCY SITUATIONS

IN CASE OF FIRE

1. **Report the fire.** Locate the nearest fire pull station and pull the lever down completely.
2. **Evacuate the building** via the nearest exits. Using the stairwells. Do not use the elevators. Leave the building, go outside.
3. **Listen to Emergency Announcements** and follow directions.

Pull stations are located at key points and are the fastest and most direct option to insure that all emergency response agencies and building occupants are immediately notified of an emergency. Become familiar with their locations.

Other methods of reporting a Fire include:

Call 911. Give the operator the following information: address, floor, tenant, and location of fire or smoke if known.

THEN

Call Springfield State Office Building Facility Maintenance Office at 413-346-9121. Give the following information: floor, room number (if available) tenant, and fire or smoke location if known.

OR

Call the State Police at Springfield (**413-736-8390**) Give the MSP the following information: floor, room number (if available) tenant, and fire or smoke location if known.

Additional Fire Response Considerations:

- **Physically challenged or mobility-impaired** personnel should **report to the passenger elevator lobby** on each floor for evacuation to the Ground Level, unless otherwise instructed.
- **All others should proceed carefully down the stairs** using the handrails and staying to the right of the stairwell. Be aware that emergency personnel may utilize the same stairwell to access the fire floor. Do not use the elevators unless directed to do so by emergency personnel.
- If instructed to evacuate the building, leave by the nearest exit, walk to the nearest stairwell, proceed to ground level and exit the building. Once you reach your designated relocation area, remain there until you are given further instructions or the “all clear” command is given. **Under no circumstances** should personnel return to an evacuated floor or building except as directed by Springfield Fire Department personnel.
- When exiting your office area take only wallets and handbags and close, but **do not lock** all doors.

IN CASE OF MEDICAL EMERGENCY

Immediately

1. Call 911. Give the operator the following information: address, floor, room number (if available), tenant, and type of medical emergency if known

AND

Call Springfield State Office Building Office Facility Maintenance Office at **413-346-9121** to inform them that a **911** call has been placed and supply them with the same information given to the 911 operators.

Additional Medical Emergency Response Considerations

- Once notified Team Leaders will immediately take control of a passenger elevator for use by emergency responders.
- Position volunteer employees at strategic intersections and/or doorways to act as a guide to responding personnel. This will improve response time considerably.
- Make sure someone is assigned to an office phone and able to take and place calls.
- If possible have the name, age, and date of birth of the patient written on a piece of paper and available to the first emergency responder.

IN CASE OF BOMB THREAT

1. **Report the threat immediately** to the State Police at **413-736-8390**
2. **Briefly inspect the area** for any suspicious objects or devices. **Never touch or move a suspicious object.**
3. **Remain calm** and await instructions from the State Police or via the public address system.
4. **If instructed** to evacuate the building, **leave by the nearest exit**, walk to the nearest stairwell, proceed to lobby level and exit the building.

NOTE ATTACHMENT FOLLOWING PAGE: State Police Bomb Threat Data Form (Questions to ask caller, items to listen for and note.)

Other methods of reporting a Bomb Threat include:

Call 911. Give the operator the following information: address, floor, tenant, and location of device if known.

OR

Call Springfield State Office Building Office Facility Maintenance Office at **413-346-9121**

OR



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Call Control Center **617-727-1000** and inform them of the Bomb Threat

Additional Bomb Threat Considerations:

- Persons knowing of the bomb threat should **visually inspect their work areas** for suspicious or unknown objects or devices. **Never touch or move a suspicious object.**
- Evacuating a floor or building without knowing exactly where a device is located may be dangerous.
- If evacuation is required, tenants will be notified via the public address system and normal evacuation procedures will be followed. Once outside the building, occupants should assemble at least 500 feet from the building.
- One individual who is very familiar with the involved area should report State Police and identify him/herself as an individual with knowledge of the area involved in the threat.
- A copy of the MSP Bomb Threat Data Form (attached) should be distributed to all personnel answering general telephone calls on a regular basis.
- DCAMM Buildings procedures comply with, and are based upon State Police General Order SOC-02 6/23/97. Evacuation will only take place if deemed essential. If evacuation is necessary, the emergency evacuation procedure will be followed.

REMEMBER:

Do NOT touch, attempt to move, or in any way disrupt a suspicious device.

CALL the State Police Springfield at (413) 736-8390

B. EMERGENCY SITUATIONS AND PROCEDURES (continued)

Massachusetts State Police Bomb Threat Data Form
State Police –Springfield 413-736-8390

Exact wording of the threat: _____

Questions to ask:

1. When is the bomb going to explode? _____
2. Where is it right now? _____
3. What does it look like? _____
4. What kind of bomb is it? _____
5. What will cause it to explode? _____
6. Did you place the bomb? _____ If so, why? _____
7. What is your name? _____
8. What is your address? _____

Callers Voice: (circle any that apply)

Calm / Nasal / Angry / Stutter / Excited / Lisp / Slow / Rapid / Deep / Soft / Loud / Crying /
Accent / Ragged / Distinct / Laughter / Normal / Clearing throat / Slurred / Disguised /
Whispered / Deep breathing / Cracking voice.

If voice is familiar, who does it sound like? _____

Background Sounds: (circle any that apply)

Street noise / Voices / Factory machinery / Music / Crockery / Clear / Static / Motor / Animal
noises / PA system / Local / Sirens / Horns / Phone booth / Long distance / House noises /
Office machinery / Other _____

Threat Language: (circle any that apply)

Well spoken / Incoherent / Foul / Taped / Irrational / Prepared message read.

Remarks: _____

Received by: _____ **Position:** _____ **Phone:** _____

Date: _____ **Time:** _____



IN CASE OF A HAZARDOUS MATERIAL EMERGENCY

Prior to the arrival of emergency response personnel the following steps should be taken:

1. **Report the incident immediately.**
2. Instruct those who have not come in contact with the hazardous material to leave the immediate area but to remain on the floor.
3. Persons who have been, or may have been, in contact with hazardous substances should **immediately wash thoroughly with warm water and soap**. Do not touch the eyes, nose, or any other body part.
4. Persons who had no contact with any materials but were in the vicinity should **stay together** in a **safe location** nearby to **await instructions and assistance** from emergency response personnel. Do not leave the floor unless instructed to do so.
5. In a hazardous materials emergency, **containment** of the materials and individuals exposed **may be critical** to preventing additional unnecessary contamination. Isolate the area or close off the room by closing all doors. **Turn off all fans and air conditioners.**
6. **Follow the directions** of emergency response personnel exactly and immediately.

Other methods of reporting a Hazardous Materials Incident include:

Call 911. Give the operator the following information: address, floor, tenant, and location of suspicious material, if known.

THEN

Call Springfield State Office Building Facility Maintenance Office at 413-346-9121 Give the following information: floor, room number (if available), tenant, and location of suspicious material, if known.

OR

Call the DCAMM Control Center 617-727-1000

Additional HAZMAT Considerations:

1. Hazardous materials (HAZMAT) emergencies can occur at any time.
2. If you suspect a dangerous, **life threatening condition** exists, initiate emergency procedures immediately.
3. If you encounter an unidentified liquid spill, or detect a strange odor, or notice the presence of any foreign substance report it immediately.
4. Remember, containment helps reduce contamination, stay together in a safe place.



IN CASE OF FAINT ODOR OF SMOKE OR BURNING

1. Call Building Facility Maintenance Office to notify Engineering to report the type of smoke/smell and location immediately.
2. Follow instructions when provided.
3. **If you suspect a dangerous condition exists**, locate the nearest fire pull station and pull the lever down completely.

There will be occasions where you will encounter a burning odor or a faint trace of smoke. These may be due to electric light fixtures overheating slightly, slipping belts in running machinery, or they may be something much more serious.

Call the below listed numbers immediately:

Call Springfield State Office Building Facility Maintenance Office at **413-346-9121** , Give them the following information: floor, room number (if available), tenant, and location of suspicious material, if known.

OR

Call 911. Give the operator the following information: address, floor, tenant, and location of suspicious material, if known. Be sure to also call the **DCAMM Control Center** at **617-727-1000**.

OTHER EMERGENCIES

For reporting other potentially dangerous situations, or for any other safety issues or concerns:

Call Springfield State Office Building Facility Maintenance Office at **413-346-9121**

OR

Call the State Police at Springfield (413) 736-8390

OR

Call the DCAMM Control Center (617)-727-1000.

IV. EMERGENCY TEAM LEADER DUTIES

A. GENERAL

Duties of the Emergency Team Leaders are outlined on the following pages. Please make note that since the Occupant Emergency Team is made up of volunteers, the effectiveness of this, or any, emergency plan depends upon the support and participation of all tenant agencies and the cooperation of all personnel involved.

B. OCCUPANT EMERGENCY TEAMS

The Occupant Emergency Teams (OET) are responsible for the initiating and directing emergency procedures in their assigned areas and maintaining contact with the Command Center Team. The OET's consists of the following positions:

Emergency Team Leader (ETL):

- Insures that occupants are aware of emergency procedures.
- Maintains a complete and accurate record of areas of responsibility and relevant data to include personnel on team, special safety or medical requirements, a list of emergency personnel in the area, and a current copy of the Occupant Emergency Plan.
- Keeps occupants of floor informed during any emergencies. Advise occupants of any sudden changes in the evacuation procedures. (Keep in mind Murphy's Law.)
- Directs the orderly flow of personnel during an emergency or drill in accordance with established emergency plans.
- Makes floor clearance/accountability report to the Command Center upon evacuation.
- Appoints an Assistant ETL, a Disabled Persons Monitor, an Area/Room Monitor, and a Stairway Monitor as well as alternates for these positions.

Assistant Emergency Team Leader:

- Serves as the Emergency Team Leader (ETL) in his/her absence.
- Assists in the orderly evacuation of occupants in the event of an emergency or drill.
- Informs co-workers of emergency procedures.
- Assists other team members as necessary.

Disabled Persons Monitor:

- Assists the disabled and mobility-impaired to the passenger elevator lobby in preparation for evacuation. Escorts out of the building and/or to a safe area as directed.
- Maintains an accurate and complete roster of disabled personnel including name, phone number, and nature of disability.
- Knows the location of all disabled persons and facilitates their evacuation in an emergency or drill.

IV. EMERGENCY TEAM MEMBER DUTIES (continued)

Disabled Persons Monitor (continued)

- Confirms the safe condition of all disabled persons to the ETL at the conclusion of the emergency.

Area/Room Monitor:

- Facilitates an efficient and complete evacuation of an assigned area.
- Ensures that area occupants have been advised of evacuation routes.



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- Reports to the Emergency Team Leader when the area is cleared and the status of the evacuation of any disabled persons.
- Inspects all area offices, conference rooms, training rooms, computer rooms, bathrooms, etc. to ensure complete evacuation.
- Is last to exit, closes but does not lock, all doors.
- Assists the Disabled Persons Monitor and/or the Stairway Monitor as required.

Stairway Monitor:

- Determines if the stairway is safe to be used for evacuation. Checks for any signs of smoke or heat.
- Closes elevator lobby and or smoke doors, if necessary.
- Maintains an orderly flow of traffic in, and to, the stairwells. Does not allow individuals to loiter, carry large/obstructing objects into the stairwells, travel against the flow of traffic or reenter evacuated areas.
- Helps keep stairwell open for left side passage of emergency responders and/or identified DCAMM Command Center Team members.
- Reports stairway clear to Emergency Team Leader.

MA State Exposition Building Fire System Information

The Massachusetts State Exposition Building Fire System Response is used for the planning and evacuation purposes. The evacuation response is a general evacuation for the entire building in the event of any alarm activation. Occupants should evacuate outside of the building.

Alarm System Information

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

- Springfield 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, sprinkler head, smoke detector, or pull station immediately notifies Building Security that an emergency situation exists, automatically summons the Springfield 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 Springfield Fire Department gives permission to do so.

MA State Exposition Building Photo Identification and Access Cards

DCAMM personnel are provided with a Photo Identification that provides them with access to enter the Eastern Exposition grounds.

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"/> | Age: | _____ |
| | Height: | Eye Color: | _____ |
| Other Identifiers: | | | |

| | | | |
|----------------------|--|---------------------|--|
| Date | | Referred to: | |
| Received: | | Date: | |
| Comments: | | | |
| Completed by: | | | |

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

INCIDENT # _____
 Page 1 of 3



MASSACHUSETTS STATE EXPOSITION 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



MASSACHUSETTS STATE EXPOSITION 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



State Exposition Key Management

All key requests must be approved by the DCAMM Facility Management Office and the Department of Agriculture.

Lockouts

DCAMM will assist a tenant who is locked out of the building 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>

State Exposition 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 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.

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)

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



MASSACHUSETTS STATE EXPOSITION BUILDING

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.



Smoking Policy

No smoking is allowed in the Springfield State Office 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