



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 a.m. to 6:00 p.m. Monday through Friday. Inpatient hours are from 6:00 a.m. to 12:00 a.m. weekly. Visitor hours are from 8:00 a.m. to 5:00 p.m.

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

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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	E-MAIL
Building Operations Main Office Parrish Rossi, Senior Operations Manager,	Room 107 One Ashburton Place, Boston, MA	(617) 727-4100 (857) 204 1404	 parrish.rossi@mass.gov
Jeffrey Dill, Director of Property Operations	Room 201 One Ashburton Place, Boston, MA	(857) 204-1526	Jeffrey.dill@mass.gov
Eric McCain, Building Institutional Forman	25 Staniford Street Boston, MA	(617) 312-3568	eric.mccain@mass.gov
Bon Chibueze, Facility Manager	25 Staniford Street, 2nd Floor, Boston, MA	(617) 979-1590 x21590	bon.chibueze@mass.gov
Andrea Thomas, CAMIS Coordinator	25 Staniford Street, 2nd Floor, Boston, MA	(617) 979-1590 x21593	andrea.thomas@mass.gov
Matthew Termini, Deputy Director of Security	Room 108 One Ashburton Place, Boston, MA	(857) 214-1516	Matthew.termini@mass.gov
Control Center 24/7	Room 109 One Ashburton Place, Boston, MA	(617) 727-1100	controlcenter@mass.gov



LINDEMANN BUILDING

Directions

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 Lindemann 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. The Lindemann Building is in the next block on the corner of Merrimac and Staniford Streets.

From North:

Interstate 93 South toward Boston:

- Take the Route-28/Route-3 N/Storrow Drive, Exit 26, toward North Station
- Keep right at the fork in the ramp.
- Turn slight right toward Route 28/Leverett Circle/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:

Interstate 93 North/US-1 North/Route 3 North toward Boston:

- Take Exit 23 toward Government Center.
- Keep left to take the Government Center ramp toward Faneuil Hall/Financial District/Aquarium.
- Stay straight to go onto North Street.
- Turn right onto Congress Street.
- Turn slight left onto New Chardon Street.
- Turn right onto Cambridge Street.
- Take the first right onto Staniford Street.
- 25 Staniford Street is on your right.



LINDEMANN BUILDING

From West:

Interstate 90 East/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 BUILDING

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@mass.gov
Please provide as much detail as possible

Telephone: Monday through Friday 7:00 a.m. to 6:00 p.m.
(617) 727-4100

After Hours: (617) 727-1000



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 to 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:

<https://www.mass.gov/forms/hurley-and-lindemann-buildings-loading-dockcontractor-access-form>



Emergency Procedure Plans

Lindemann Building Fire and Emergency Response 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.*

Michele Anzaldi, Site Director
Date: July 7, 2019
State Emergency Preparedness Region -4C



LINDEMANN BUILDING

RECORD OF CHANGES

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

	DATE	CHANGES
Plan Revised	12/10/07	Revised information on elevator failures
Plan Revised	2/8/08	Added Potential for workplace violence to HVA
Plan Revised	5/8/08	Added MEANS (Mayor's Emergency Alert Notification System. Shows evac routes for mass evacuations.
Plan Revised	2/17/09	Deleted all information pertaining to AIPUs and Code Blue – Inpatient medical response.
Plan Revised	2/1/10	Updated names on Evacuation Team
Plan Revised	8/4/11	Update Emergency Phone numbers from five to seven digits
Plan Revised	3/28/12	Added new program -Greenway House
Plan Revised	8/31/12	Updated 911 number call to 9-911
Plan Revised	8/30/13	Revised Vehicle inventory list
Plan Revised	9/29/14	Revised vehicle inventory
Plan Revised	11/6/15	Added Code Silver–Active shooter
Plan Revised	1/6/16	Changed BSB to DCAMM; Changed West End Shelter to Lindemann Inn III; Charged Parker Shelter to Lindemann Inn IV
Plan Revised	7/7/17	Added EHS- IT afterhours Emergency phone number



LINDEMANN BUILDING

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LINDEMANN BUILDING

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, Massachusetts Emergency Management Agency (MEMA) and the Mayor's Alert Notification System (MEANS)

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 procedures and guidelines consistent with:

- Massachusetts Emergency Management Agency (MEMA) www.mass.gov/mema
- Federal Emergency Management Agency (FEMA) www.fema.gov
- Department of Mental Health Policy 98-2
- The Executive Office of Health and Human Services
- The Massachusetts State Police
- The Boston Fire Department
- Division of Capital Asset Management and Maintenance (DCAMM).
- Center for Disease Control (CDC) www.cdc.gov
- U.S. Department of Homeland Security
- American Red Cross www.redcross.org
- DeLValle Institute for Emergency Preparedness



LINDEMANN BUILDING

Note: In the event of any immediate chemical, biological, radiological or nuclear concern, ELMHC is part of the (MTAS) Massachusetts Threat Alert System

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 strobe lights/audible alarms, two-way radio communications and by the paging system.
2. During business hours the Evacuation Team members will check to clear their assigned areas.
3. The elevators will not be operative. All elevators will be called to the ground floor and open.
4. All stairways, including the stairways next to the elevators, will be unobstructed.
5. There will be adequate light available from the primary lighting system, the emergency generator lights, or handheld flashlights.
6. Exits on Staniford Street, Merrimack Street, exits to the parking garage, Plaza and Mezzanine will be unobstructed.
7. Any doors that held locked by the magnetic system will automatically release when fire alarms sound.
8. Any staff that call 9-911 for outside emergency agencies must also notify inhouse campus police at 617-626-8555

**In simple terms –
If the fire alarm strobe lights flash = Get ready to evacuate
If the horns sound = Get out**

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.



LINDEMANN BUILDING

I. FACILITY / STAFF PREPAREDNESS

INCIDENT COMMAND

In an emergency or disaster during the business day (Monday through Friday), this chain of command will be followed to serve as the Incident Commander:

1. Site Director
2. Quality Management Director
3. Case Management Supervisor

After-hours the Campus Police will assume the duties of Incident Commander until the site Director can be contacted and in the event of an external or internal disaster or any evacuation of the building, the Lindemann Site Director and Director of Safety and Security will be contacted.

The Area Emergency Management Coordinator represents MEMA for Metro Boston DMH can activate the State Emergency Management Operations Center to acquire needed emergency resources.

The COOP (Continuity of Operations) plans have established a 24-hour phone line for each area. The purpose of the designated phone line is to provide employees with current information regarding an emergency event in their area and the status of their work sites.

The call line will allow the caller to hear a recorded message explaining the event and the Department expectations for employees. Information may include requests for delayed arrival, temporary locations of workstations, or hazard advisories. The telephone number for COOP line for emergency information in the Metro Boston area is 617-626-9298



LINDEMANN BUILDING

Incident Command duties during building evacuations

Report to the designated assembly area with this checklist

Lindemann Administration will ensure that all Coordinators have reported that their floors have been fully evacuated and that any handicapped individuals are being accounted for and assisted.

Administration will communicate via the handheld portable radio with building programs and Campus Police to report any issues brought forth by the Floor coordinators.

(A megaphone is also available at the Campus Police Office)

Staff must inform Incident Command if anyone requires special needs during evacuations this information will be given to the Boston Fire officials.

Boston Fire Officials will give the all clear when it is safe to return into the building. Administration will inform the Campus Police to allow everyone to resume normal operations.

If there is ever a question such as do they need to evacuate or not?

THE RULE OF THUMB HAS BEEN **WHEN IN DOUBT, GET THEM OUT**

FLOOR	PERSON	CHECKLIST ALL CLEAR	REMARKS
5 TH FLOOR:			
4 TH FLOOR:			
3 RD FLOOR WEST:			
3 RD FLOOR EAST:			
2 ND FLOOR WEST:			
2 ND FLOOR EAST:			
PLAZA LEVEL WEST:			
PLAZA LEVEL EAST:			
MEZZANINE LEVEL:			
GROUND LEVEL:			



LINDEMANN BUILDING

STAFF RESPONSIBILITIES

LINDEMANN SITE DIRECTOR:

The Fire alarm system automatically alerts effected floors to evacuate. It will also be the responsibility of the Site Director, or designee, to decide when the facility should be totally evacuated. The decision shall be made in cooperation with local fire, police, DCAMM – Division of Capital Asset Maintenance Management, or public safety officials. The Site Director or designee shall also be responsible for designating the Incident Command location, to coordinate communication and decision making, and to direct emergency operations from that location. The Incident Commander will assign staff to ensure the following are adequately supported:

1. Security for crowd control or access
2. Communication with the Media,
3. Critical supplies- food, water, medications, clothing
4. Support Staff- Transportation, equipment, housing, stress debriefing and family support
5. Patient Services- Continuing of treatment, tracking of medications and records

METRO BOSTON DIRECTOR OF SAFETY AND SECURITY

The Director of Safety and Security Services shall evaluate physical plant conditions and interface directly with the DCAMM, 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 Incident Commander in the absence of the Site Director.

THE EVACUATION TEAM

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

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

METRO BOSTON CAMPUS POLICE COMPLIANCE OFFICER

The Metro Boston Compliance 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 compliance officer will train the Evacuation team and Lindemann staff on their evacuation responsibilities, conduct a full building drill. The compliance officer will review the Erich Lindemann Mental Health Center Emergency Preparedness plans at least annually and make recommendation revisions to Lindemann Administration. The Metro Boston Compliance Officer will maintain an updated Disaster supplies on hand list.



LINDEMANN BUILDING

LINDEMANN 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. The Floor Coordinator or alternate will report outside to the Incident commander the status of their floor.

LINDEMANN 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.

STRIKE CONTINGENCY PLAN

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

COMMUNICATIONS- PHONE/COMPUTER

Internal and External

The internal phones are on a backup UPS system (Uninterrupted Power Supply – battery for 2 hours). In the event that the phone system has malfunctioned. These phones will be operational if the malfunction is caused by an internal problem with the DMH phone system or in the event of a power outage. In emergencies, internal communications will be paged via the overhead intercom paging system. The Lindemann DMH Campus Police can communicate via the two-way radio system with some of the buildings residential programs.

The Digital phone system is critical to the operation and safety of the inpatient units. Should the digital system fail, the emergency analog phones can be used. These are located on:

- Mezzanine Campus Police 717-626-8000
- Lindemann Inn Three - 626-8123
- The Director of Safety and Security should also be contacted immediately.



LINDEMANN BUILDING

**THE EMERGENCY AFTER-HOURS PHONE NUMBER FOR MAJOR INCIDENTS is 617-483-4000
EHS IT (please contact this number if there is flood or sprinkler flow)**

TRAINING

Emergency Response Training will be provided to all evacuation team members by the Campus Police Compliance Officer. Floor and Section Coordinators will be responsible for maintaining staff awareness of the Emergency Preparedness Plan in their designated sections

EMERGENCY RESOURCES

Site Director	617- 626 -8666
Metro Boston Director of Safety and Security	617- 549 6654
Metro Boston Campus Police Compliance Officer	617- 626-8666 or 617-626- 6888
Area Emergency Management Coordinator – James Young.....	(Cell) 508-468-0397
DMH Director of Emergency Management.....	617-626 9272
Lindemann in house Emergency Number	617-626 8555
Outside emergency Number	9 then 911
Campus Police.....	Ext. 626- 8666
State Police	617-727-2917
Boston Fire Department.....	(911) or 536-1500
Boston Police Department	(911) or 247-4680
Ambulance (Fallon)	617-298-3828
ELMHC - BSOB Superintendent.....	617-727-7080
In-house Paging system.....	617-626 8666
DCAMM 24 Emergency	617-727-1000
Building Technical Engineers Inc.....	617-727-1000
State Emergency Management (Framingham Bunker)	617-875-1381
Poison Control.....	617-232-2120



LINDEMANN BUILDING

II. INTERNAL DISASTERS / EMERGENCIES

Note: ELMHC Incident Command may call all Evacuation Team members to report to the Boston Room on the Plaza level during business hours. To make preparation for emergency or to debrief an incident.

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 626 8555
3. Close all doors.
4. Evacuate: **The simple rule is: Strobe lights flash = Get ready**
Alarms sound = Get out
When in doubt = Get out
5. 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. The DMH Campus Police will always meet the first responding Fire officials at the Staniford Street entrance door to escort them into the building to the affected areas.
6. 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 a fire 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 and at all 4th floor nurses' stations.)

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**emove those in immediate danger.
2. **A**ctivate the nearest fire alarm and alert x 626 8555
3. **C**lose doors to contain fire.
4. **E**vacuate the area.



LINDEMANN BUILDING

STAFF PRIMARY CONCERN IS SAFE EVACUATION

IF AN EXTINGUISHER IS USED

SPECIFICS TO REMEMBER = **P.A.S.S.**

1. **P**ull the pin to break the seal
2. **A**im the nozzle at the base of the fire
3. **S**queeze the handle to discharge the agent
4. **S**weep side to side

Class A type water extinguishers are for ordinary combustible materials only (wood, paper, cloth). Never use a -Class A water extinguisher on an electrical or grease fire.

Multipurpose -Class ABC extinguishers are effective on all types of fires.
100% of Extinguishers in the ELMHC Building are now ABC type

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 Appendix A)
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.).



LINDEMANN BUILDING

6. As soon as the caller hangs up, the person receiving the call should call the DMH Campus Police at x626 8555 and give name, location, and information received. The Campus Police will immediately contact the State Police and the Site 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.

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.
3. The Campus Police should not make two-way radio transmissions near any suspicious package.

The State Police will:

- A. Interview the person who received the bomb threat to gather information and evaluate the situation.
- B. Contact the ELMHC Site Director and consult to assist the Site 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 Site 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 use the overhead page.
 - Do not specify the words Bomb Threat.
 - This overhead 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 everyone evacuates their floor and reports to the designated assembly area outside.



LINDEMANN BUILDING

PERSONAL THREATS

BY TELEPHONE

If you receive a personal threat by telephone, please note the following and immediately notify your supervisor and the DMH Campus Police. The Campus Police will call 9 911.

Telephone number that the threat was received on: _____

Exact time of call: _____

Exact words of caller: _____

(Continue on back if needed)

Ask the following:

What is your name? _____

Is there a telephone number where you can be contacted? _____

What is your address? _____

Where are you calling from? _____

Why do you want to (whatever the threat)? _____

Make special note of the following:

Caller's voice (calm, exited, disguised, accent etc.) _____

Caller's sex _____

Caller's approximate age (determined by voice) _____

Was the voice familiar to you? _____

Have you received similar calls? _____

Any reason that you can think of why the threat was made? _____



LINDEMANN BUILDING

TERRORIST ACTS, BIOTERRORISM OR EXPLOSION

In the event that an explosion or a Terrorist act occurs, the Campus Police will call 9 911, the Floor and Section Coordinators should determine which portions of the building have been affected and direct personnel away from those areas which appear affected or structurally damaged.

Instructions for fire emergencies should be followed whenever possible. Deviations may be necessary at the discretion of Section/Floor Coordinators or Incident Command.

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 if announced by Code Blue requests.

Area Disaster Crisis Counselors AND MEMA will be contacted by the Area Emergency Management Coordinator.

Refer section on How the Commonwealth of Mass handles Emergencies.

SUSPICIOUS PACKAGES AND LETTERS

Never touch or disturb a suspicious package or object, notify your supervisor and contact the DMH Campus Police at once. The Campus Police will call 9 911.

Here are recognition points for suspicious letters or parcels:

- Oily stains or discoloration's
- No return address
- Excessive weight
- An envelope that is rigid
- An envelope that is lopsided or uneven
- Wires or tinfoil protruding from package or envelope
- Excessive masking tape, string or other wrappings.
- Foreign mail, restrictive markings, Confidential or Personal
- Excessive postage
- Titles that are incorrect or a title and no name
- Handwritten or poorly typed addresses
- Misspellings of common words
- Any brown or white powdery substance contained within



LINDEMANN BUILDING

If you were to discover a powdery substance leaking from an envelope or package:

- Do not try to clean it up.
- Do not carry the substance to another location.
- Cover your mouth with a cloth
- Cover the contents with anything (e.g., clothing, paper, trash can, etc.).
- Do not remove this cover.
- Leave the room and close the door.
- Prevent others from entering the room.
- Turn off fans and ventilation
- Wash your hands (soap and water only) to prevent powder spreading to your face.
- Remove heavily contaminated clothing as soon as possible and place in a bag or some container that can be sealed.
- List all people who were in the room or area.
- Shower as soon as possible (soap and water only)

CODE SILVER – Active Shooter

In the event of a report of a person with a gun or weapon in the facility. The Campus Police will call 911 to report this and make an overhead page of Code Silver. (Paging this three times). The Sergeant or Officer in charge will go to the access card computer and do a complete building lockdown.

This will cause all electronic card swipe readers to lock and not function. This will remain in effect until the Code has been called clear by State Police. All staff, clients and visitors should lock themselves in offices if possible and await information from the Evacuation Team, Campus Police or State Police.

MEDICAL EMERGENCY

In the event of a life-threatening medical emergency, the person first on the scene should dial Extension 9 911 for an ambulance then call the Campus Police at 626 8555 and report the medical emergency.

The person should give the CPO as much information as possible- their full name office extension, exact location including floor number, what side of the building, nearest room number, program name, and the nature of the medical emergency.

The Campus Police will then immediately report to the area with the AED- (Automated Electronic Defibrillator). The Campus Police will also perform crowd control and expedite EMTs to the emergency area.

Any ELMHC Medical person on site will take charge and direct Campus Police to remove people away from the affected area once sufficient medical help has arrived. Medical emergencies will



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be reported to the Environment of Care Committee. The Environment of Care Committee will evaluate, make recommendations as needed.

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 626 8555 and report a Behavioral Disturbance 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 disturbance should be evaluated by involved staff, Director of the Program and the Safety Officer. The evaluation and subsequent recommendations will be reported to the Environment of Care Committee. The Committee will evaluate and make procedural, training, or other necessary adjustments as needed. The Committee will keep a record of all reviews, recommendations and changes on file.

UTILITY FAILURES

HEATING

The Erich Lindemann Mental Health Center is heated by a gas heating system. 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, BSB Superintendent or designee who will contact the Metro Boston Director of Safety and Security. The Director of Safety and Security 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 DCAMM Superintendent or designee will be called at 617-727-1000. The DCAMM 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.



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AIR CONDITIONING

The air conditioning system is under the control of DCAMM who contracts for service and maintenance of the system. The loss of air conditioning should be reported to Site Director who will contact the DCAMM Superintendent or designee at 617 727-1000. 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 Site Director will call the DCAMM Superintendent or designee at 617 727-1000 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 Site Director who will notify the DCAMM Superintendent or designee at 617-727-1000. In the event of extended water loss, there is sufficient bottled water on premises to sustain the units for 3 days.

ELEVATOR FAILURE

1. Elevator Entrapment:

In the event there is someone trapped on the elevator, each car is equipped with an emergency phone to call for assistance. The call will go directly to DCAMM Command Center who will immediately call the contractor.

The contract reads that response time to any Government Center Buildings must be 30 minutes or less for elevator entrapments and one hour or less for other issues. The Bureau will also call the DMH Campus Police to Notify them of the entrapment.

The Campus Police will not call Boston Fire and Rescue, unless the person trapped has stated life threatening issues that require immediate assistance.

2. Elevator(s) inoperable:

Whenever the Campus Police are informed that an elevator has become inoperable, the Campus Police will notify DCAMM Control at 617-727-100 and announce this information via the overhead page, so that building occupants are aware.



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3. All Elevators down except freight elevator:
Should all elevators become inoperable except the freight elevator. The Campus Police will announce this information via the overhead page system and notify the DCAMM Command Center. The Campus Police will allow access of the freight elevator to the residential programs, the locked units and any handicap person.
4. All elevators inoperable:
Make the overhead page and notify DCAMM Command Center.
5. Status updates:
The Campus police will keep the building occupants updated on the status of the elevators as new information becomes available, such as elevators becoming operable again.

PARKING GARAGE ROLL DOWN DOOR

In the event the garage gate (roll down door) malfunctions for any reason whether it be mechanical or due to an Internal/External Disaster, the Campus Police will notify DCAMM at 617-727-1000. The door must remain in the up and open position until normal operations can be resumed.

III. EXTERNAL DISASTERS / EMERGENCIES

HOW EMERGENCIES ARE HANDLED IN THE COMMONWEALTH OF MASSACHUSETTS

The Massachusetts Emergency Management Agency -(MEMA) coordinates federal, state, local, and private resources throughout the Commonwealth during times of disaster, terrorism and other types of emergencies. With headquarters in Framingham and four regional offices, MEMA helps develop response plans for all types of hazards, trains emergency personnel, and assists in responding to and recovering from emergencies. MEMA maintains and operates the State Emergency Operations Center -(SEOC) which monitors for emergencies statewide 24 hours a day, 7 days a week.

The SEOC serves as the command and control center for the Commonwealth during an emergency. Fully activated, the SEOC is staffed according to 18 Emergency Support Functions - (ESF).

- ESF 1 Transportation
- ESF 2 Communications
- ESF 3 Public works and Engineering
- ESF 4 Fire Fighting
- ESF 5 Information and Planning
- ESF 6 Mass Care
- ESF 7 Resource Support
- ESF 8 Health and Medical Services
- ESF 9 Search and Rescue



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- ESF 10 Environmental Protection and Hazardous Material
- ESF 11 Food and Water
- ESF 12 Energy
- ESF 13 Military Support
- ESF 14 Public Information
- ESF 15 Volunteers and Donations
- ESF 16 Law Enforcement and Security
- ESF 17 Animal Protection
- ESF 18 Business and Industry

Note ESF #8 - staff are responsible for working with DMH to coordinate needs.

The MEMA Website is at www.mass.gov/mema

The Mayor's Emergency Alert Notification system (MEANS) shows Evacuation routes and the system to be used in the event of a mass evacuation: www.cityofboston.gov/emergencyroutes.asp

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 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 or Incident Command a paged announcement to everyone will be made to return to their work area and 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 or Incident Command will page an announcement to provide everyone with further instructions.



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- Category 1 = 74-95 mph, 4-5 feet
- Category 2 = 96 -110 mph, 6-8 feet
- Category 3 = 111 - 130 mph, 9-12 feet
- Category 4 = 131-155 mph, 13-18 feet
- Category 5 = over 155 mph, over 18 feet

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 and any danger has passed the ELMHC Administrator On Call or Designee will initiate the all clear to resume normal operations or 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.

INFLUENZA PANDEMIC

The Erich Lindemann Mental Health Center will follow the State of Massachusetts Influenza Pandemic Preparedness Plan.

This plan is on the web site: https://www.cdc.gov/flu/pandemic-resources/pdf/child_care.pdf.

The plan covers Command, Control, Management Procedures, Surveillance, Vaccine Management, Delivery of Antiviral Agents, Emergency Response, Communications and Pandemic Planning Resources.



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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.

EMERGENCY SHUTDOWN OF AIRHANDLERS

In the event City, State or Federal officials notify Erich Lindemann Mental Health Center that there is a possible risk of airborne biological agents or other inhalation contaminant, the Senior Administrator on duty (Incident commander) will call for a shutdown of the fresh air intake air handlers.

Lindemann Administration will call the State House Operation Center 617-727-1000 which is manned 24x7. Building Technical Engineers Inc. will be able to immediately shut down all the air handlers to this facility from their remote site.



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HAZARD VULNERABILITY ANALYSIS

Ratings: 1= Low 2 = Moderate 3 = High

EVENT	PROBABILITY	RISK		PREPAREDNESS	TOTAL	COMMENTS
		LIFE THREAT	HEALTH/SAFETY			
Possible Disaster						
Snowstorm	3	1	2	3	9	Equipment, essential staff, emergency back-up generators, manpower, incoming supplies may be a problem. Flashlights, orange disaster boxes, transportation, See Emergency Management Procedures/ Utility Management Plans.
Hurricane	3	1	2	2	8	Generators, food, wind (glass) damage, road hazards, transportation, essential staff, food supplies. Orange disaster boxes, Emergency Management, and Utility Management Plans.
Tornado	1	2	3	2	8	Generators (electrical), food, wind damage, debris, building damage, relocation of patients, essential staff, MEMA, incoming supplies, road hazards.
Earthquake	2	1	2	1	6	Structure not earthquake resistant. See Emergency Management Procedures.
Power Outage	2	1	1	2	6	Generators, See Utility Management Plan.
Fire: Inpatient Units	2	3	3	3	11	Fire drills, fire alarm/suppression systems, smoke detectors, staff orientation and training, patient education, handicapped staff/clients.
Fire: Open Units	3	3	3	3	12	Same as above. See Emergency Management Plan
Bomb Threat	1	1	1	2	5	Bomb threat plan (code Orange), Emergency Management Plan, DMH



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EVENT	PROBABILITY	RISK		PREPAREDNESS	TOTAL	COMMENTS
POSSIBLE DISASTER		LIFE THREAT	HEALTH/SAFETY			
						Emergency Management P, local authorities, heightened state of alert.
Nuclear Disaster	1	1	1	1	4	Local authorities, Area Emergency Management Coordinator, MEMA. See Emergency Management Plan
Loss of Communications	3	2	2	3	10	Two-way radios, cell phones, emergency lines. See Emergency Management Plans.
Flood	1	1	1	2	5	
Water Main Break	2	1	2	3	8	Boston Water & Sewer Commission, MWRA assistance, potable water. See emergency Management Plan.
Hazmat	2	2	2	2	8	Hazardous Materials and Waste Management Plan. See Emergency Management Plan.
Disturbances and Demonstrations	2	1	3	2	8	Support from DMH, local and state agencies. See Emergency Management Plan.
Potential for Workplace Violence	3	3	3	3	12	
Terrorism	1	1	1	2	5	Heightened staff alert, support from local and state agencies.

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ELMHC	Disaster Supplies list	
ITEM	AMOUNT IN STOCK	LOCATION OF ITEM
Water in gallons	80 gallons	Dietary
Contract water	30- 5gal bottles of Belmont springs	Central Office
Food supplies	9 meals or 3 days	Dietary
Disposable plates	1000 in stock	Dietary
Paper cups	2000 in stock	Dietary
Plastic spoons, forks, knives	1000 each in stock	Dietary
Trash bags	1000 in stock	Housekeeping
Flashlights on hand	Every Evac team member	Offices and CPO desk
Flashlight batteries	20 in stock	Business Office
First aid kits	4 in building	4th and Mezz
Blankets	40- in stock	Housekeeping
Sheets	500 in stock	Housekeeping
Pillowcases	100 in stock	Housekeeping
Towels	500 in stock	Housekeeping
Face clothe	300 in stock	Housekeeping
Liquid soap	6 cases, 4 gallons per case	Housekeeping
Shampoo	6 cases, 4 gallons per case	Housekeeping
Toilet paper	3 cases in stock, 24 in each case	Housekeeping
Paper towels	3 cases, 10 in each case	Housekeeping
Sanitary napkins	1 case, 500 per case	Housekeeping
Cell phones x3	With drivers during business hours	otherwise at CPO desk
Two-way radios	5 -CPOs, 1 -Safety Officer. 2 -Units	2 - Admin, 1 Central Office
Police scanner	one	CPO desk
Biohazard spill kits	Five	4th floor and ground
Automated Electronic Defibrillators	2 - both battery operated	4th floor Central and CPO desk
Emergency Eyewash stations	Five	Kitchen, 4th floor x3 & 5th
Emergency Plans	All staff can request copy	Copies with CPOs & Safety Officer
Staff Beeper #s	List at the Desk	Campus Police-Sgts Office
Staff Phone #s	List in the Sgts office	Campus Police-Sgts Office
Transportation	6 area DMH state vehicles	2 are 15 passenger vans
Emergency Power	Diesel Generator	275 gallons to last 3 weeks
Mattresses	30	Located at Fuller Mental Health

WETHP = 60 Residents
Harbor House = 12 Residents
Staniford House = 12 Residents
Parker House = 20 Residents
Greenway House = 8 Residents



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EVACUATION PROCEDURES

EVACUATION PLAN:

Once the fire alarm has sounded or building evacuation is ordered by the ELMHC Administration the employees will follow their departments evacuation plan and then proceed to the stairwell and evacuate to the PRIMARY Evacuation Assembly Area. (See Appendix C)

Everyone descending the stairs, should use the handrail and stay on the right-hand side in order to allow passage on the left-hand side by the fire department. Employees should evacuate to their designated assembly area outside. The Evacuation Team will begin to evacuate their assigned area. Section Coordinators will direct everyone out of their area to appropriate evacuation exits and remind them 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 the handicap in evacuating the building.

The Primary Evacuation Area is the GRASS PARK AREA BETWEEN OUR FACILITY AND THE BROOKE COURTHOUSE

The Alternate Evacuation Area in the MERRIMAC PARKING LOT

Question: *How do I get to the Primary Evacuation Assembly Area?*

Answer: Most people will simply walk down a stairwell and around the building to the evacuation assembly area (Grass park between Lindemann and Brooke Courthouse)

If in doubt or you cannot use your primary stairwell, use any safe stairwell, go all the way down and out, then proceed to the Evacuation Area.



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EVACUATING THE MOBILITY IMPAIRED:

Anyone who cannot walk down a stairwell, will standby in the main elevator lobbies (if safe to do so) with assigned staff until:

The Fire Department determines that it is safe to override the elevator to bring them down or the Floor Coordinator or Alternate determines there is an immediate need to utilize the EVACUATION STAIR CHAIR to bring an individual down the stairs to a lower floor. (Present location of the Evacuation chair - 4th Floor main elevator lobby.

The Campus Police Officers and the members of the evacuation team receive training on the special stairwell transport chair.

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. Once cleared to evacuate the Section Coordinators will then report outside to their designated assembly areas and assure that all individuals from their area remain assembled 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 area outside the building to report the floor “clear” and await further instructions. Floor coordinators must inform Administration if anyone is still on the floor and needs assistance. Floor Coordinators will carry instructions to Section Coordinators in designated assembly areas if further instructions are necessary. Floor coordinators will assign staff to standby with anyone that is mobility impaired and cannot use the stairwell.

The Site Director or designee will assume duties as Incident Commander. All Floor Coordinators will report to the Designated Administrative Assembly. They will be available to all Police and Fire Officials to provide building information and report on the evacuation.

The Incident Commander 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 Campus Police and programs inside the building.

The Site Director or designee will ensure that all Floors have been reported clear and that any those requiring special assistance to evacuate are helped.

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



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EVACUATIONS AFTER BUSINESS HOURS:

Each 24-hour program (The Harbor House, Lindemann Inn III, Staniford House, Greenway House and the Lindemann Inn IV) 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 Lindemann Inn 4 on fourth Floor west wing will follow the designated Evacuation Plan written specifically for those units (See sample evacuation checklists below):

FIRE ALARM EVACUATION CHECKLIST:

If the fire alarm strobe lights begin to flash- standby for possible evacuation.

If the horns ring on your unit – you must evacuate the unit.

Check the fire panel at the Nurses station to determine the safest evacuation route, away from the fire.

Note there are large white lights above the doors of the client rooms and pin lights above other rooms, this will also help determine the where the alarm originated from.

All staff must report to the nurses' station to receive an assignment.

Charge Person assigns tasks to staff and completes the following checklist:

Location of Fire Alarm: _____

Room Checks:

Staff: _____

Lead clients out of area and toward a safe stairwell

Staff: _____

Help any clients that require special assistance. Call for Evacuation Chair if needed:

Staff: _____



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Bring documentation to accounted for everyone

Staff: _____

Other assignment:

Staff: _____

Date and Signature of Person in Charge _____

Forward the completed checklist to the Safety Officer.

Note: it is the responsibility of the Person in Charge to determine the safest evacuation route (Horizontally and vertically if needed) by checking the fire panel at the Nurses station. Once the clients are outside, they should be kept in the Grass park area until the Fire Department gives the all clear to return into the building.

The Lindemann Inn 3- located on the Third Floor will follow the designated Evacuation Plan written specifically for that program. (See the evacuation checklist below).

Lindemann Inn

FIRE ALARM ACTIVATION CHECKLIST:

1. If the fire alarms sound the Shift supervisor will be responsible to evacuate all residents, staff and visitors out of the building using the safest route possible.
2. (During business hours) The shift supervisor will be responsible to report to the floor coordinator that 3 East has been totally evacuated.
3. The shift supervisor will also be responsible to ensure that the census board is brought to the evacuation area and that all residents are accounted for.

ALL STAFF MUST REPORT TO THE SHIFT SUPERVISOR TO RECEIVE THEIR ASSIGNMENT

FIRE PANEL CHECK

Staff _____



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About the system:

If only the strobe lights start to flash – Standby for the possibility of an evacuation. If the local smoke detectors in the sleeping quarters sound – It does not activate the main system. Use the fire key station if there is fire.

If the horns are sounding on your floor you must evacuate outside to the designated assembly area. (Area outside of Stairwell 2.)

ROOM CHECKS:

EVERY ROOM THAT IS UNSECURE MUST BE THOROUGHLY CHECKED TO ENSURE ALL RESIDENTS HAVE EVACUATED.

Staff _____

EVACUATION ROUTE:

Lead the residents to the designated assembly area.

Staff _____

SPECIAL ASSISTANCE

Help those handicap needing assistance and standby with them at the elevator lobby until more help arrives. Call 626-8555 if the evacuation chair is needed.

Staff _____

COMPLETE CENSUS:

Staff _____

FORWARD THIS COMPLETED CHECKLIST TO SAFETY OFFICER



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V. DISASTER RECOVERY OPERATIONS

RELOCATION:

Should it become necessary to relocate the programs, (the West End Transitional Housing Program, Parker Shelter and Harbor House), the following protocols will be implemented. The Incident Commander, in conjunction with the Area Director will be responsible for making the decision to relocate these programs. Harbor House would relocate their residents to Stanley Street, per their emergency plan. (See Appendix B) If it becomes necessary to relocate clients out of the Boston Area, the Area Director will coordinate with other state operated facilities to determine placement of these people. (See Appendix D for Area wide Relocation MOU)

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 needs. (See Appendix E for inventory of available State vehicles)

TEMPORARY RELOCATION/ TRIAGE:

The Bay Cove Center Club is on 31 Bowker Street in Boston. It is located on the other side of the Brooke Courthouse off of New Chardon Street. This is within walking distance of Lindemann Mental Health. If for any reason the Boston Fire Department or Lindemann Senior Administration determines it is not safe for the Clients to stay in the building.

An agreement has been set up to allow the patients from the fourth floor and the residents of the third floor Shelter to be walked, escorted, driven if needed, to the Center Club for triage and holding.

Arraignments will then be made to return to Lindemann Building, the Fuller Building or another facility as directed by the Metro Boston Area Director.

We have been given full access to the Center Club and the DMH Campus Police will follow in the Emergency protocol for evacuation to the Center Club.

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.

Administration 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:



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1. A clinical debriefing framework
2. The procedure for referring individuals to additional support and counseling.

It will be the responsibility of the Site Director or Safety 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 Safety and Security 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.

APPENDIX A refers to the Bomb Threat Checklist

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

APPENDIX C refers to the Outside Designated Assembly Areas in the event of a building evacuation. (Not a separate attached page in this manual.)

APPENDIX D refers to a MEMORANDUM OF UNDERSTANDING regarding Evacuation and Relocation signed by the areas five Site Directors.

APPENDIX E refers to the inventory of Area Wide Vehicles. (Not a separate attached page in this manual.)



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APPENDIX A:

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
 Female

Approximate Age: _____

Approximate Age: _____

Origin of Call:

Local Long Distance Phone Booth Internal Call Unknown

Voice Characteristics:

Loud Soft Foreign Regional Other: _____

Speech:

Fast Slow
 Irrational Rational
 Coherent Deliberate
 Emotional Righteous
 Laughing Other: _____

Background Noise:

Office Machines Voices
 Factory Machines Airplanes
 Animals Mixed
 Quiet Street Noise
 Trains Music
 Party Other: _____



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Additional Notes:

Notify DMH Police at (617) 626-8555. 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 Lindemann Administration the Boston Police Bomb Squad and the State Police.



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APPENDIX B

HARBOR HOUSE DISASTER PLAN:

EMERGENCY PROCEDURES:

IN CASE OF FIRE:

1. Key the fire alarm, using the alarm key (there are two key stations on the floor: near the front door and to the left of the staff office door).
2. Call the Lindemann Center Emergency Number: 626-8555
3. EVACUATE CLIENTS IMMEDIATELY via the closest exit.
4. Call the on-call persons from a cell phone or pay phone at Tedeschi Store on Staniford Street or Store 24 on Cambridge Street.
5. Notify the on-call persons of the disaster so they may assist as necessary.

Call the following:

- Program Director
- Senior Program Director
- Associate MH Director
- ELMHC Administrator

IN CASE OF FLOOD OR OTHER DISASTER:

EVACUATE CLIENTS IMMEDIATELY.

Call the on-call persons from a cell phone or pay phone at Convenience Store on Staniford Street or Store 24 on Cambridge Street. Notify the on-call persons of the disaster so they may assist as necessary.

Call the following:

- Program Director
- Senior Program Director
- Associate MH Director
- ELMHC Administrator

In an area emergency, tune to radio station WEEL emergency band (85 AM) and listen for instructions and / or call Civil Defense Shelter at 223-2940.

If residents are not able to return to the site to sleep, Bay Cove Human Services will provide alternate housing for the residents at Stanley Street



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MEDICAL EMERGENCY:

1. Call 9 911 to get EMS to Harbor House and notify the Lindemann Campus Police 626-8555
2. Begin administering CPR and standard First Aid. Have other staff assist when possible, notify the on-call staff as soon as possible.
3. Assure the safety of the rest of the residents.
4. Have the ambulance take the resident Mass General Hospital. If other staff is available, accompany the client with his/her emergency file (which contains the list of medication the client is currently taking). If other staff is not available, make sure that the emergency file goes with the client and you know which hospital the client is being taken to. Call the on-call person if you have not already done so.
5. After the immediate crisis, the on-call person should inform the client's family and/or guardian of the situation. Clients at the house should be given the opportunity to discuss the situation with each other and with staff. They should be told what is wrong with the client who was taken to the hospital and when that person can be expected to return.

AFTER ALL EMERGENCIES:

Notify the ELMHC Administrator on-call and the Metro Boston Area Licensor within 24 hours.



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APPENDIX D

MEMORANDUM OF UNDERSTANDING

RE: Evacuation and Relocation

In the event of an Internal or External Disaster requiring short term and/or Temporary relocation of inpatients (or facility clients), it is expected that each of the five centers (sites) will respond as directed by the Area Director or his designated Emergency Manager.

The assets of all the centers will be made available to the center in need of the support.

Beds - currently available within each site would be identified.

Transportation of the patients - Staff familiar with patients to be moved must accompany those within the unit. Area vehicles and drivers are to be shared as needed.

Medical Records - the responsibility of the center to be relocated - Emergency Fact Sheets for each individual.

Medication prescribed to each patient, for short term, and written Doctors Orders, should the stay be extended, are the responsibility of the unit in transition.

Staffing - as assigned, in the usual numbers and levels to provide for safe and effective care, is the responsibility of the unit to be moved.

All adaptive devices - and prosthetic appliances as required by patients with physical impairments, are also the responsibility of those units relocating.

Food, blankets, pillows, and clothing: the responsibility of the home center.

Should the incident be of such magnitude that more than one center's resources are depleted or should the return to the evacuated facility not be feasible, the Area Director and his Emergency Management Coordinator will arrange for the use of transportation to *available state beds. Transportation, ESP Medications, food and other supplies will be provided by the center(s) that have repositioned their units. Mass disaster conditions extending throughout this geographic area, may require statewide efforts through the Massachusetts Emergency Management Agency (MEMA). A disaster exceeding the area capability might also involve using the Red Cross and VOAD services.



Photo Identification and Access Cards

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

Please note that due to Covid-19, until further notice there will be no walk-in appointments for Photo IDs. Rather, the completed ID Application form along with a photo of the applicant (in JPEG format and taken on a neutral background) can be sent to security.dcammm@Mass.gov for processing.

Agency liaisons will be contacted when an ID is ready for pickup in Room 107 of the McCormack Building.

Replacement Cards: Agency liaisons may contact security.dcammm@mass.gov to request a replacement ID for those that are lost, stolen, or damaged. A notification will be sent to Agency liaisons when a replacement ID is ready to be picked up in Room 107 of the McCormack Building.

ID liaisons are responsible to notify the Division of Capital Asset Management and Maintenance (DCAMM) Security Department (security.dcammm@Mass.gov) immediately when an employee leaves State service. DCAMM will deactivate the Photo ID access card. All cards must be returned immediately to DCAMM Security Office located in the McCormack Building, Room 108.

Photo Identification Access Card Details:

Upon Agency approval DCAMM issues one nontransferable Photo ID Access Card to each employee. IDs are only authorized for use by the employee named and pictured and are not issued to temporary employees, interns, vendors or contractors unless authorized by the Commissioner or Director of Security.

Photo IDs remain the property of DCAMM and must be surrendered upon termination of employment with the Commonwealth.

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:

1. 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.
2. 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.
3. The employee acknowledges in writing that authorization was given to open the agency's door.

Law Enforcement Access

Please use web-based form at:

<https://www.mass.gov/forms/law-enforcement-access-form-dcamm-managed-buildings>



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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 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

<https://www.mass.gov/forms/hurley-and-lindemann-buildings-loading-dockcontractor-access-form>



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Lost and Found

To report lost property at Lindemann Building, contact DMH Campus Police Office at (617) 626-8666, located at 25 Staniford Street, Mezzanine Main Lobby. Any item reported lost will be logged into the "Lost Log."

Please bring found items to DMH Campus Police Mezzanine Main Lobby at Lindemann Building.

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



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.

The Contractor Work Permit Form can be found here:

<https://www.mass.gov/forms/lindemann-building-contractor-work-permit>

Parking Policies and Procedures

DEFINITIONS

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

Authorized Parkers – Agency employees, contractors, and visitors who have been designated by their respective Agency Liaison to have parking privileges in a DCAMM Parking Facility

Damage (to vehicles or personal property) - Scrapes, dents, stains, broken glass, etc., that occurs as a result of a vehicle being parked at, or personal property held within, a DCAMM Parking Facility.

DCAMM Parking Facilities - A parking facility owned by the Commonwealth of Massachusetts and managed by DCAMM.

DCAMM Parking Violation: Warnings sent to Authorized Parkers and Agency Liaisons when improper parking is observed at a DCAMM Parking Facility. Violations are issued by DCAMM Security and recorded in a managed database.

DCAMM Security – DCAMM employees, or security personnel contracted by DCAMM, who manage, implement, and enforce building security and parking access procedures for DCAMM Parking Facilities.

Handicapped Accessible Parking Space - Any space marked with a Handicapped Parking (HP) sign that is specifically designated for use by Authorized Parkers with a valid HP placard.

ID Access Card - A photo ID card issued by DCAMM to facility occupants and contractors that provides entry and exit through access-controlled doorways.

Improper Parking – **The use of a DCAMM Parking Facility in such a way as to disrupt normal operations or in contradiction of established procedures. This includes parking in marked “No Parking” or “Fire Lane” areas. Also included is the use of an area that is not marked as an authorized parking space or parking in such a way as to impede the use of another authorized space.**

Loss - The theft of misplacement of a vehicle or personal property within a DCAMM Parking Facility.

Parking Allocations – The number of parking spaces available to each Agency using a DCAMM Parking Facility.

Parking Reservation System – An application that allows Authorized Parkers to reserve the use of an Agency’s Allocated parking spaces in a DCAMM Parking Facility.



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Temporary Parking - The limited number of spaces that DCAMM makes available for employees or visitors who are not Authorized Parkers.

The Division of Capital Asset Management and Maintenance (DCAMM) allows Authorized Parkers to use DCAMM Parking Facilities. The use of a DCAMM issued ID Access Card will be required for admittance into a DCAMM Parking Facility. Unauthorized vehicles in any DCAMM Parking Facility will be removed at the owner's expense. Violations of DCAMM parking policy or procedures may result in administrative or disciplinary sanctions, to include, but not limited to, loss of parking privileges.



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Assignment of Parking DCAMM will assign each agency in the Lindemann Building a limited number of parking spaces. Agency Liaisons are responsible for assigning all parking spaces allocated to their agencies by DCAMM. Agency Liaisons shall make any requests for parking to DCAMM Security in writing. Agency Liaisons are responsible to determine the needs of their employees with disabilities and to meet those needs through the agency's parking allocation. DCAMM will provide ID card authorization to operate the garage door.

It is the responsibility of the Agency Liaison to provide a vehicle registration number for each person who is an Authorized Parker. The Agency is also responsible for keeping DCAMM informed as employees leave State service.

DCAMM will reconcile the parking information with each Agency Liaison on an annual basis to ensure that all information is up-to-date and accurate.

Temporary Parking – Saltonstall Garage (100 Cambridge Street, Boston) – Updated: August 12, 2020

To accommodate agencies and constitutional offices requiring temporary parking in the Government Center area, limited Temporary and Visitor Parking is available for persons conducting Commonwealth business or conducting business with agents of the Commonwealth of Massachusetts.

DCAMM provides limited, temporary parking whenever possible for use by occupant agencies, constitutional offices, and their visitors. Arrangements for Temporary Parking must be made between the DCAMM Parking Administrator and the Agency's Parking Liaison pursuant to procedures set forth below. These temporary spaces are not intended to be used to augment permanent agency parking.

All Agency parking requests for Temporary Parking must be submitted by the Agency's Parking Liaison to visitorparking.dcammm@mass.gov. Requests for Temporary Parking must be made no less than 24- hours prior to the time for desired parking. Parking requests for Monday (or Tuesday, in the event of a Monday holiday) should be submitted before 2:00 P.M. the previous Friday. No individual is allowed to reserve and utilize this parking privilege more than five times in a month.

Due to the limited number of parking spaces, some requests may not be approved. All requests will be reviewed and approved on a first-come, first-served basis.

Individuals who are granted Temporary Parking in the Saltonstall Garage must follow these procedures:

- Enter the garage from Somerset Street and take a Parking Ticket at the gate. If the garage is full, a valet will assist the visitor.



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- No later than 3:30 p.m., go to Room 107 in the McCormack Building. DCAMM Staff will validate the ticket and provide a chaser ticket.
- When exiting the garage, the individual will insert the validated Parking Ticket, followed by the chaser ticket.

Individuals who fail to receive approval prior to entering the Saltonstall Garage will be responsible for any cost associated with its use.

Individuals who lose their original parking ticket, or the chaser ticket, will be responsible for any cost associated with using the Saltonstall Garage.

Overnight and Long-Term Parking

Authorized Parkers are expected to utilize the garage for official business only. Requests for overnight or long-term parking for official business only must be submitted to the Agency Liaison. Agency Liaisons will forward the request to DCAMM Security for approval. DCAMM will provide a timely answer to the Agency Liaison. If approved the Agency Liaison will be informed of the location the vehicle may be parked in the garage. The Agency Liaison will make arrangements with the vehicle owner to have access to the vehicle's keys so that the vehicle can be moved in the event of an emergency.

Entering and Exiting the Lindemann Garage

All vehicles entering the garage are subject to search to without notice. No Authorized Parker will gain access to, or exit, the garage except by the use of an ID Access Card. Drivers must present a valid Photo ID Access Card to security upon request. All passengers in a vehicle must possess a DCAMM-issued Photo ID Card. Those passengers without a Photo ID Card must exit the vehicle prior to entering the garage and proceed to the building's public entrance

Parking Assignment

Each person authorized to park in the Lindemann garage will have a designated space. Parking in another individual's assigned parking space may result in a Parking Violation and/or removal. Additionally, the driver of the vehicle may be subject to loss of parking privileges and may face disciplinary or administrative sanctions.

Parking Violations & Towing

DCAMM reserves the right to have vehicles that create a hazard to the facility, or its occupants, removed from DCAMM Parking Facilities. 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. Such vehicles will be towed under DCAMM supervision and at the owners' expense.



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All drivers are expected to park in authorized lined parking spaces. If there are no available authorized parking spaces the driver is required to exit the garage and seek other parking. Any person who fails to follow designated parking procedures may be given a Parking Violation from DCAMM or issued a Citation by the Massachusetts State Police.

The following behaviors and actions include, but do not wholly comprise, Improper Parking that could result in a Parking Violation:

- Parking in an area not clearly marked for parking.

Parking Violations

Any Citations/tickets issued by members of the Massachusetts State Police will be adjudicated according to the laws of the Commonwealth.

DCAMM Security may send notifications for vehicles found to be in violation of DCAMM parking policy. DCAMM will maintain a list of all DCAMM parking violations and will provide names of parking violators to the appropriate Agency Liaison. DCAMM Security will request that the Massachusetts State Police issue a citation for any vehicle found illegally parked in a handicapped space. The following guidelines are issued to address these violations:

1. First violation: Authorized Parkers will be notified by DCAMM Security and made aware of the violation. The Authorized Parker will be informed to move the vehicle so that it is no longer improperly parked.
2. Second Violation: Authorized Parkers will be notified by DCAMM Security and made aware of the violation. The Authorized Parker will be informed to move the vehicle so that it is no longer improperly parked, and a written notice will be sent to the Agency Liaison.
3. Third Violation: Authorized Parkers will be notified by DCAMM Security and made aware of the violation. The Authorized Parker will be informed to move the vehicle so that it is no longer improperly parked, and a written notice will be sent to the Agency Liaison. In addition, the Agency Liaison will be informed that the third violation will be sent to the DCAMM Chief of Staff, or his/her designee, to review the matter and consider revocation of the Authorized Parker's parking privileges.

Loss of or Damage to Vehicles or Personal Property in DCAMM Parking Facilities

DCAMM assumes no responsibility for the loss of, or damage to, vehicles parked, or personal property held, in a DCAMM Parking Facilities. By accepting privileges as an Authorized Parker in a DCAMM Parking Facility, the Authorized Parker agrees to save harmless the Commonwealth and its agents from any Loss or, or Damage to, a vehicle or personal property.



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Any incident involving property damage or loss must be immediately reported to Security. An incident report will be completed, and law enforcement notified if required.

Medical Emergencies in the Garage

Anyone who is a victim or witness to a medical emergency should attempt to contact 911 by cell phone.

Handicapped Accessible Parking

Agencies can meet the needs of Authorized Parkers and employees in need of accommodations in a DCAMM Parking Facility by using marked Handicapped spaces. Agency Liaisons must send a writing request to DCAMM Security. Approved requests will have an available space deducted from the Agency's parking allocation.

All Authorized Parkers using a marked Handicap Space must possess a valid placard or license plate.

Upon departure from State service, the Authorized Parker's use of a Handicap Space will be discontinued, and the Agency's allocation adjusted accordingly.

Bicycle Parking

DCAMM provides bicycle racks for the use of occupants who work in DCAMM-managed facilities.

Except for areas comprising DCAMM Parking Facilities, employees shall not ride or walk a bicycle through a DCAMM managed facility to include its lobbies, corridors, or transported via elevator. Employees shall not park or store a bicycle in any building common space or office space.

Imputed Income

Covered parking for employees in DCAMM Parking Facilities is treated, for federal tax purposes, as a "qualified parking" benefit and, as such, Imputed Income may be added to an employee's regular income.

Authorized Parkers should consult with their Human Resources department to determine applicability of Imputed Income to their specific parking situation.



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Electronic Vehicle Charging Policy (EVCP)

As of June 6, 2019 (the "Effective Date")

The Division of Capital Asset Management and Maintenance (DCAMM) manages the parking garage located at the McCormack Building at One Ashburton Place, Boston, Massachusetts ("McCormack Garage" or "Facility"). DCAMM developed an interim Electronic Vehicle Charging Policy (as of January 2017), which was further revised in July 2017, reflecting guidance from EOEAA. DCAMM is implementing a revised EVCP, commencing as of the Effective Date, to provide for utilization of its new ChargePoint Level 2 charging stations with SAE J1772 charge connections.

As of the Effective Date:

1. EV Charging is available only to Commonwealth employees with McCormack Garage parking access.
2. Level 1 charging using standard wall outlets (110v) is no longer available at the Facility.
3. Level 2 charging on Floor 1 is assigned parking only. Those not assigned to these spaces will be towed at the owner's expense.
4. Level 2 charging on Floor 3 is available on a first-come, first-served basis using the DCAMM-installed ChargePoint charging stations.
5. Parking in ChargePoint charging station spaces (each, an "EV Space") is for charging EV (BEV/PHEV) vehicles only.
 - Any non-EV vehicle parking in an EV Space will be removed at the owner's expense.
 - Owners of EV vehicles are encouraged to relocate their vehicle upon reaching a full state of charge if a non-EV Space is available.
6. By utilizing an EV Space, the user understands and agrees that rates for EV charging are established by DCAMM and are subject to modification at any time and without notice. The rate shall be the average unit rate for the Facility during the most recent previous calendar quarter. Rates will be revised each subsequent calendar quarter consistent with this policy.

All payments are made through ChargePoint using the ChargePoint App or by using a ChargePoint card. Drivers may obtain and register the ChargePoint App and/or ChargePoint card, free of charge, at <https://www.chargepoint.com/drivers/>. Creating a ChargePoint account enables drivers to set up mobile and email notifications for vehicle charging updates. Drivers are also able to use the App to track charging times, charging locations, fees, energy (kWh) used, greenhouse gases saved, and greenhouse emissions prevented.

For questions or concerns regarding EV charging, please contact DCAMM at (617) 727-4100.



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.
- 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

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

Dangerous Items:

The following are not permitted inside the Building by anyone other than on-duty public safety personnel as defined by DCAMM policy:

- Firearms
- Explosive devices
- BB or pellet guns
- Knives
- Mace, pepper spray or other chemical agents
- Electronic Control Devices or other device for directing an electrical charge at persons
- Other dangerous or prohibited items, as determined by security officials of facility staff, in accordance with DCAMM policy

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 Lindemann 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 Lindemann Building with weapons will be denied entry and advised to secure those weapons elsewhere and return unarmed.

Other Prohibited Items:

Lindemann 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.



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Items determined to be dangerous will not be permitted into the Building. At the discretion of the screening personnel on duty such items may, at the risk of the item's owner, be stored at a nearby location and reclaimed by the owner upon exiting the facility. DCAMM assumes no 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.



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.

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



Work Order Request

Submit a building work order request to the Division of Capital Asset Management and Maintenance (DCAMM).

Please use the [CAMIS Tririga Request Central](#) work order system.

If you have not received a username and password, please contact:
CamisHelpdesk.dcam@mass.gov