



DIVISION OF  
CAPITAL ASSET  
MANAGEMENT &  
MAINTENANCE

# OCCUPANT HANDBOOK

## JOHN W. McCORMACK BUILDING

1 Ashburton Place  
Boston, MA 02108



July 2023



DIVISION OF  
CAPITAL ASSET  
MANAGEMENT &  
MAINTENANCE

# McCormack Building Occupant Handbook

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

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

- Security
- Facility maintenance
- Grounds and Snow removal
- Pest control
- Janitorial services
- Shared conference rooms
- Cafeteria and Food Services
- 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 employees in the McCormack Building are 7:00 a.m. to 5:00 p.m. weekdays; 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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## Building Operations and Contacts

DCAMM Operations oversees the facility management of the McCormack Building. The Operations Team supervises, monitors, and manages private contractors for cleaning, mechanical maintenance, grounds, pest control, security, 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 Building, is available during regular business hours to respond to questions regarding concerns within the Hurley, Lindemann, and McCormack buildings and State House. The Control Center may be contacted 24/7, at **(617) 727-1000**.

CONTACT	LOCATION	PHONE	E-MAIL
Building Operations Main Office	Room 107 McCormack Building	(617) 727-4100	
Nancy Price, Facility Manager	Room 107 McCormack Building	(857) 283-1532	<a href="mailto:Nancy.Price@mass.gov">Nancy.Price@mass.gov</a>
Lisa LaMattina, Asst. Facility Manager & CAMIS	Room 107 McCormack Building	(617) 955-6176	<a href="mailto:Lisa.Lamattina@Mass.gov">Lisa.Lamattina@Mass.gov</a>
Parrish Rossi, Senior Operations Manager	Room 107 McCormack Building	(857) 202-0818	<a href="mailto:Parrish.Rossi@Mass.gov">Parrish.Rossi@Mass.gov</a>
Jeffrey Dill, Director of Property Operations	Room 107 McCormack Building	(781) 234-5714	<a href="mailto:Jeffrey.Dill@Mass.gov">Jeffrey.Dill@Mass.gov</a>
Matthew Termini Chief of Security & Emergency Preparedness	Room 108 McCormack Building	(857) 214-1516	<a href="mailto:Matthew.Termini@mass.gov">Matthew.Termini@mass.gov</a>
Jason P. Smith Deputy Chief of Security	Room 108 McCormack Building	(857) 295-0453	<a href="mailto:Jason.P.Smith@mass.gov">Jason.P.Smith@mass.gov</a>
Jennifer Roy Deputy Chief of Emergency Preparedness	Room 108 McCormack Building	(857) 330-8510	<a href="mailto:Jennifer.Roy@mass.gov">Jennifer.Roy@mass.gov</a>
Control Center 24/7	Room 109 McCormack Building	(617) 727-1000	<a href="mailto:ControlCenter@mass.gov">ControlCenter@mass.gov</a>



## Directions to the McCormack Building

### McCormack Building

1 Ashburton Place, Boston, MA 02108

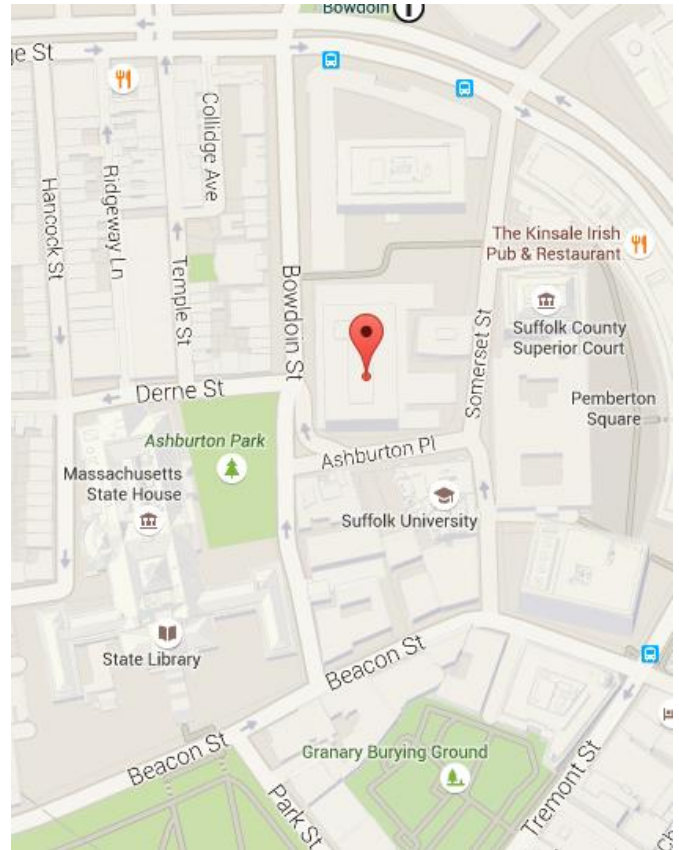
#### From the South:

##### Driving Directions:

- Take I 93 North to North Station/Causeway Street exit
- Take left at bottom of ramp onto Causeway Street
- Take a left at first set of lights onto Canal Street
- At end of Canal Street take a right onto New Chardon
- At the lights take a right on Cambridge Street
- First left onto Somerset Street
- Right on Ashburton Place

##### MBTA Directions:

- Commuter Rail to South Station, then change to the Red Line
- Red line or Green line to Park Street Station
- Walk through Boston Common towards the State House
- Take a right in front of State House on Beacon Street
- First left onto Bowdoin Street
- Bowdoin Street intersects with Ashburton Place at the top of the hill



#### From the North:

##### Driving Directions:

- Take I 93 South to New Chardon Street exit
- Take left onto Cambridge Street
- Take right onto Somerset Street
- Take right onto Ashburton Place

##### MBTA Directions:

- Commuter Rail to North Station
- Walk towards the right on Causeway Street
- Take a left onto New Chardon Street
- Cross Cambridge Street to Bowdoin Street
- Ashburton Place is at the top of the hill

## Control Center

Located in Room 109 of the McCormack Building, the Control Center is available during regular business hours to respond to questions regarding the following concerns:

- Facility Issues
- Lighting Schedule
- HVAC Issues
- Falls
- Lock Outs
- Graffiti
- PA Systems
- Elevator Issues

Contact Information for Customer Service:

Email:	Customer Service: <a href="mailto:ControlCenter@mass.gov">ControlCenter@mass.gov</a> Please provide as much detail as possible
Telephone:	Monday through Friday 7:00 a.m. to 5:00 p.m. 617-727-1000
After Hours:	617-727-1000



## **Building Services**

### Building Amenities:

- Ashburton Café (Plaza level)
- ATMs in lobby (Metro Credit Union, Santander)
- Central mail service
- Lobby coffee shop
- Lost and Found (at Security Desk)
- Print services
- Child Care Center
- Shared Conference rooms

For additional information, please contact the Building Operations Office at 617-727-4100.



## Access Badges

The Access Badge Application Form is only available to Agency liaisons.

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

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

**Replacement Cards:** Agency liaisons may contact [security.dcam@mass.gov](mailto:security.dcam@mass.gov) to request a replacement Access Badge for those that are lost, stolen, or damaged. A notification will be sent to Agency liaisons when a replacement Access Badge is ready to be picked up in Room 107 of the McCormack Building.

Agency liaisons are responsible to notify the **Division of Capital Asset Management and Maintenance (DCAMM) Security & Emergency Preparedness Department** ([security.dcam@Mass.gov](mailto:security.dcam@Mass.gov)) immediately when an employee leaves State service. DCAMM will deactivate the Access Badge. All Access Badges must be returned immediately to DCAMM Security & Emergency Preparedness Office located in the McCormack Building, Room 108.

### Access Card Details:

Upon Agency approval DCAMM issues one non-transferable Access Badge to each employee. Access Badges 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 Chief of Security & Emergency Preparedness.

Access Badges remain the property of DCAMM and must be surrendered upon termination of employment with, or separation from, the Commonwealth.





## **Parking**

Parking at the facility is done through allocations with the occupant agencies. Occupants of the facility should consult their agency parking liaison with any parking requests.



## **Bicycle Parking**

DCAMM provides bicycle racks for the use of occupants who work in facilities in the care and control of DCAMM or the State House. Employees should use the bicycle racks provided on the first level of the parking garage. Additional bicycle parking is located outside of the building on the Plaza level.

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.

## Conference Room Request Form

Please use web-based form at:

<https://www.mass.gov/forms/mccormack-building-conference-rooms>



## Key Management

All McCormack Building occupant 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 other emergencies.

### Lockouts

DCAMM will assist an occupant agency employee who is locked out of his/ her office if the following conditions are met:

- There are personnel currently on duty in the building at the time of the request. DCAMM will not pay staff overtime or request an employee to return to work to unlock an agency door.
- The employee presents an employee photo identification card to the DCAMM staff member providing access. DCAMM will not unlock a door until it is determined that the person is approved access in that area.
- The employee acknowledges in writing that authorization was given to open the agency's door.



## **Nursing Mothers' Room**

The Mothers' Rooms are located on the 6<sup>th</sup>, 12<sup>th</sup>, and 16<sup>th</sup> floors of the McCormack Building. These rooms have been specifically designed to help nursing mothers make the transition back to work by providing them with a private and comfortable setting. Each room offers a pleasant, carpeted sitting area, sink, refrigerator, anti-bacterial soap, and paper towels. The refrigerators are connected to the building's emergency power system. In the event of a power outage, the temperature of the refrigerator will not change. The rooms can be locked from the inside to ensure privacy.

### **Procedures for Mothers' Room Use**

- Call (617) 727-4100 to receive instructions for the calendar and the code to access the room.
- Be sure your containers are clearly labeled before storing.
- Return at the end of the day and retrieve stored milk from the refrigerator. The refrigerator is for storage of milk only. Please do not store snacks or drinks.
- Please be courteous to others using the rooms. Scheduled usage must be strictly adhered to ensure maximum usage. If you still have time booked on the calendar that you no longer need, please remove it so someone else may use that time.
- Do not share the door codes with employees in your office. Each nursing mother will have access to the code and calendar.
- When booking times on the calendar, please include your name and a contact number or e-mail in the notes of the calendar entry. This information will only be used if Operations personnel need to reach you in the event of an emergency in the building.
- Once you exit the room, check the door to make sure it closes securely behind you.

**Any issues regarding the condition of the room or scheduling conflicts can be made to the Building Operations Office, Room 107 or by calling (617) 727-4100.**



## Loading Dock/Contractor Access

Parking at the McCormack loading dock is available for delivery/pick up only, and for **no longer than 45 minutes**. If you have any questions, please contact the DCAMM Facilities Operations Office in Room 107 at 617-727-4110 x24110.

Please use web-based form at:

<https://www.mass.gov/forms/mccormack-building-loading-dockcontractor-access>



## Work Order Request for DCAMM Managed Facilities

Work orders are submitted and managed through the [CAMIS Tririga Request Central](#) work order system.

If you have not received a username and password yet, please contact [CamisHelpdesk.dcam@Mass.gov](mailto:CamisHelpdesk.dcam@Mass.gov)



## Recycling

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

All agencies can recycle paper, plastic and glass waste using the blue desk-side receptacles.





## Pest Control

Success in managing pests depends upon a collaborative effort of 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 response to complaints by employees and the pest control contractor.

DCAMM management responsibilities to make occupants 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 occupants 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

Occupant responsibilities include the following preventive measures:

- Ensuring that food is not left in desks or on desktops or other areas accessible to pests
- 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 Building Operations at 617-727-4100.

Preventive measures by DCAMM staff include:

- Ensuring that all openings in walls and floors are covered
- Requiring that garage doors in the McCormack Building be closed after hours and as much as possible during working hours
- 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 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/displayed on walls, in windows, doors, or elevators. No political campaign materials shall be displayed or posted in the building.

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



## Security & Emergency Preparedness

The DCAMM Security & Emergency Preparedness unit works to ensure the safety of employees and visitors to facilities in the care and control of DCAMM.

The Security & Emergency Preparedness unit is responsible for the following activities:

- Manages security systems including access control, video management, visitor management, intrusion, and duress alarm systems
- Leads emergency responses
- Manages and develops on-site security services
- Conducts security, risk, and hazard vulnerability assessments
- Develops and maintains Occupant Emergency Plans
- Establishes and maintains Emergency Operations and Continuity of Operations Plans
- Creates Security & Emergency Preparedness policies and procedures

Occupant Emergency Plans for facilities in the care and control of DCAMM are made available to Agency Liaisons. To review or receive a copy of the building's Occupant Emergency Plan, please contact your Agency Liaison or [DCAMM Security & Emergency Preparedness](#).

For more information, contact [Matthew Termini](#), Chief of Security & Emergency Preparedness

## Visitor Access Information

All visitors entering the McCormack Building are asked to present photo identification unless an alternative arrangement is made with DCAMM Security & Emergency Preparedness. DCAMM Security & Emergency Preparedness personnel will enter visitor information into the building Visitor Management system and issue a temporary visitor badge.

### What you need to know

#### Visitor Access

A visitor is defined as any individual who does not possess a DCAMM issued Access Badge. Visitors include Commonwealth employees who have lost, misplaced, or damaged their issued Access Badge, outside agencies, organizational personnel, contractors, commercial vendors, and service and repair company employees.

#### Hours of Operation

The McCormack Building is open to visitors from 8:00 a.m. to 5:00 p.m. Monday through Friday, excluding State holidays. Agencies within the building may have different hours of operation. Visitors should consult an Agency's website for their hours of operation. Agencies requesting visitor access outside of normal operating hours will require approval from the DCAMM Chief of Security & Emergency Preparedness, or Deputy Chief of Security, and may incur additional costs for additional security staffing.

#### Visitor Management

Visitors will proceed to the Security Visitor Management desk in the main lobby prior to gaining access to the building. Visitors entering through the loading dock will report to the Loading Dock Visitor Management desk.

Visitors will be asked to present photo identification and identify their destination in the building. A Security Officer will enter the information into the visitor management system and produce a temporary visitor badge. Visitors must display their Visitor badge on their outermost garment at chest height while in the building.

In the event that visitors do not have photo identification, or require any special accommodation, they will be directed to a Security Supervisor or Manager in the McCormack Building lobby for assistance.

Visitors younger than 16 years of age must be accompanied by an adult and are not required to provide photo identification. Unaccompanied visitors under the age of 16 will be denied access to the building. **Visitor Security Screening**

Visitors will be required to complete a visitor screening process which includes the use of X-Ray machines and Magnetometers.

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Visitors who are unable to complete the screening process due to a physical limitation will be directed to a Security Supervisor or Manager in the building lobby for assistance.

X-ray machines are used to assess bags, briefcases, purses, belts, hats, packages, boxes, and parcels, etc., for the possible presence of prohibited and dangerous items.

Walkthrough Magnetometers are used to assess individuals for the possible presence of prohibited or dangerous items.

Visitors who activate the Walkthrough Magnetometer will be subject to additional screening using a Hand-held Magnetometer.



## Law Enforcement Access

Please use web-based form at:

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

Law Enforcement Officers coming to the McCormack Building will sign-in with Security at the main desk in the building's main lobby. Visitors must provide an Agency identification to Security personnel and will then be allowed to by-pass any security screening procedures.



## **Prohibited and Dangerous Items**

### **Prohibited Items**

The following items are not permitted inside the building:

- Fresh cut Christmas trees, wreaths etc.
- Open flames
- Known or suspected illicit drugs/ narcotics
- Known or suspected alcohol
- Pets or other animals, with the exception of service animals
- Appliances, such as portable heaters

### **Dangerous Items**

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

- Weapons defined by Massachusetts General Law Chapter 269, section 10, to include all firearms
- Knives or edged devices not defined in MGL c. 269, s. 10
- Bats, clubs, or other blunt objects
- Firearms ammunition
- Explosive ordinance or similar device
- Fireworks
- Debilitating sprays, liquids, or gels such as pepper spray or other chemical agents
- Electronic control devices

Visitors are strictly prohibited from carrying any weapon or prohibited item while present in the building.

### **Weapons**

Only on-duty uniformed and plain-clothes Public Safety Personnel, persons conducting business with the Commonwealth who are authorized by their employer to carry a weapon as part of their core job duties, contracted security personnel authorized by DCAMM, and contractors or service providers authorized by DCAMM are allowed to carry a weapon or other dangerous items while present in the building.

Visitors in possession of a weapon or other dangerous items must declare the items to Security Officers on duty at the entry point. Visitors will not be provided with secure storage areas for firearms, but Security may secure other dangerous items for the duration of the visitor's time in the building. Visitors attempting to enter the McCormack with a firearm will be denied entry and advised to secure the firearm elsewhere.



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The Massachusetts State Police will respond to incidents where a concealed weapon is not declared but discovered during security screening. The Massachusetts State Police reserve the right to ask for and view the owner's license or permit to carry a firearm. Individuals in possession of a firearm, and unable to produce a valid license or permit for the firearm, may be subject to arrest and confiscation of the weapon in accordance with Massachusetts General Law.

### **Other Prohibited Items:**

DCAMM Security & Emergency Preparedness has the discretion to deem dangerous any other item that may reasonably present a threat to the safety and security of the building or its occupants.

Items determined to be dangerous will not be permitted into the building. At the discretion of security personnel, such items may be stored and reclaimed by the owner upon exiting the facility. DCAMM assumes no responsibility for items left pursuant to this policy.





## Lost and Found

To report **lost property**, please go to the Security desk in the building's entrance lobby.

Please bring **found items** to the Security desk in the building's entrance lobby.

