



Springfield State Office Building Occupant Handbook

The information provided in this Handbook will inform occupants of important building procedures, services, and policies and provide an orientation to the Springfield State Office Building/Dwight Street and community.

The Division of Capital Asset Management and Maintenance (DCAMM) oversees the Springfield State Office Building/Dwight Street services, including:

- Cleaning
- Mechanical maintenance
- Grounds
- Pest control
- Life Safety Systems
- Heat & Cooling
- Conference Room Scheduling
- Security & Emergency Preparedness
- MSDS



If you have any questions, please contact Kelly Flaherty at (617) 631-4365.

NOTE: Normal business hours are from 8:00 a.m. - 5:00 p.m., Monday through Friday. During off-hours the Springfield State Office Building will be staffed 24/7 with security services.

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

The Building Operations Main Office is open during regular business hours to respond to grounds, maintenance, mechanical, cleaning, pest control, and life safety systems. The Building Operations Office may be contacted at (857) 289-3807 during regular business hours. The office is located at Room 130 of the Springfield Dwight St. State Office Building

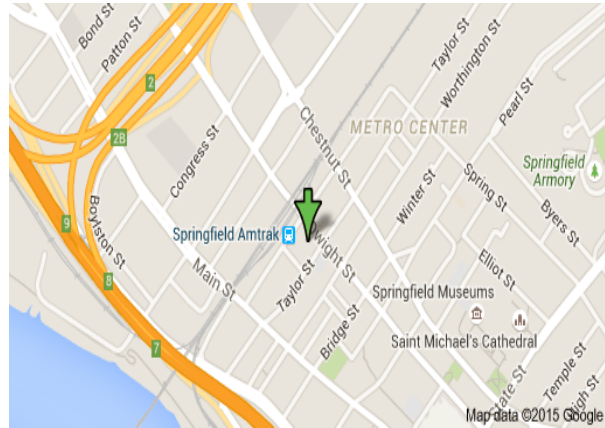
After hours inquiries can be made to the McCormack Building Control Center 24/7 line at (617) 727-1000.

CONTACT	LOCATION	PHONE	E-MAIL
Building Operations Main Office	Room 130	(857) 289-3807	aimee.sobinski@mass.gov
John Kates, Senior Operations Manager	187 Lyman Street Northborough, MA	(857) 343-0084	John.o.kates@mass.gov
Kelly Flaherty, Facility Manager	Room 130	(617) 631-4365	kelly.flaherty@mass.gov
Matthew Termini Chief of Security & Emergency Preparedness	Room 108 McCormack Building	(857) 214-1516	Matthew.Termini@mass.gov
Jennifer Gangi Deputy Chief of Emergency Preparedness	Room 108 McCormack Building	(857) 330-8510	Jennifer.gangi@mass.gov
Carl Duemling Security Operations Coordinator	Room 108 McCormack Building	(617) 620-7604	Carl.duemling@mass.gov
24/7 Control Center	McCormack Building Boston, MA	(617) 727-1000	controlcenter@mass.gov

Building Information

Directions to:

Springfield State Office Building
436 Dwight Street
Springfield, MA 01103



Driving from the North:

- Take I-91 S toward Springfield
- Take exit 8 Chestnut Street
- Take right on Liberty Street
- Take a left on Dwight Street
- The Springfield State Office Building is on the right side of street.

Driving from the South:

- Take Interstate 91 North toward Springfield
- Take Exit 8 (Interstate 291 East/US-Route 20 East) toward Interstate 90/Massachusetts Turnpike East
- Keep right to continue on Exit 2B
- Take right on Chestnut Street
- Take right on Liberty Street
- Take left on Dwight Street
- The Springfield State Office Building is on the right side of street.

Driving from the West:

- Take Interstate 90 East toward East Springfield/Boston
- Take Exit 6 to merge onto Interstate 291 West toward Springfield
- Use the second from the left lane to take Exit 1B-2B for Interstate 91 North/US Route 20 West toward West Springfield
- Keep right to continue on Exit 2B, follow signs for Dwight Street
- Turn left onto Dwight Street
- The Springfield State Office Building is on the right side of street.

Driving from East:

- Take Interstate 90 East toward Springfield
- Take Exit 8 for Interstate 291/US Route 20 East
- Keep right to continue on Exit 2, follow signs for Chestnut Street and merge onto Chestnut Street
- Take a right on Liberty Street
- Take a left on Dwight Street
- The Springfield State Office Building is on the right side of street.

Conference Room Request

Reservations are accepted on a “first come, first serve” basis determined by the time of receipt. DCAMM reserves the right to move an agency’s meeting from one conference room to another. Cancellations may be made by phone but must be followed up in writing.

To schedule a conference room, please use this link: <https://www.mass.gov/forms/springfield-state-office-building-conference-rooms>.

Should you have additional questions or concerns, contact our office at (857) 289-3807.

Building Operations Office

The Building Operations Office located in Room 130 is available during regular business hours to respond to questions regarding the following concerns:

Air Circulation	Graffiti	Pests
Air Conditioning	Hampers	Plumbing
Air Quality	Heating	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		

Contact Information for Customer Service:

Regular Hours: (857) 289-3807 Monday through Friday 8:00 a.m. to 5:00 p.m.
After Hours: (617) 727-1000 McCormack Building Control Center 24/7 Line

Contractor Work Permit

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

Access Badges

Walk-in ID hours:

- Contact DCAMM SSOB Facility Management Office to schedule an appointment to receive an Access Badge.

Replacement Access Badges:

- Contact DCAMM SSOB Facility Management Office to obtain a replacement Access Badge.

Access Badge Details:

- 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 the Commissioner or Chief of Security & Emergency Preparedness deems it necessary.
- Agency liaisons are responsible to notify the **Facility Manager's Office** immediately when an employee leaves state service, so that DCAMM can deactivate the Access Badge. All Access Badges must be returned immediately to DCAMM Facility Office currently located in Room 130.

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

Key Management

All Springfield State Office Building Dwight Street tenant agencies are requested to supply DCAMM with a key for access to their office areas to ensure quick response to fire, leaking water, or personal safety of any agency employee.

Lockouts:

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

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

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

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

Law Enforcement Access

Please use web-based form at:

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

Law Enforcement Officers coming to the Springfield State Office 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.

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.

Modification of Office Space

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

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

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

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. Employees should use the bicycle racks provided at the building.

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.

Pest Control

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

POLICIES:

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

PREVENTATIVE MEASURES:

- Ensuring that food is not left in desks or on desktops or other areas accessible to pests
- Keeping individual workstations clean.
- Removing recycled cans and bottles from offices daily
- Providing and using plastic or metal container with tight-fitting lids for the storage of organic material that agencies have a special need to retain
- Reporting any pest problems or conditions conducive to pest problems to the Facility Manager office at **(617) 631-4365**.

EDUCATION MEASURES TO REDUCE FOOD CLUTTER, ETC:

DCAMM Management responsibilities to make customers more aware include

- Educating customer agencies and employees of their responsibilities eliminate food sources that attract and sustain insects and rodents in the workplace
- Educating cleaning personnel of their responsibility to eliminate food residues and to use thorough housekeeping practices in the workplace
- Educating personnel responsible for refuse management and recycling of their responsibilities to keep containers, and container areas scrupulously clean, and to ensure consistent and regular removal and disposal
- Educating building tenants of their responsibilities to provide organizational sanitation by eliminating excess paper, recycle paper and boxes for prompt removal, store materials off of the floor and away from wall and maintain closets and files with minimal clutter

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

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 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:

- 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 Springfield State Office Building 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.

Recycling

Tenant agencies in the Springfield State Office 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.

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 Springfield State Office 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 Springfield State Office 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 desk in the main lobby to gain access to the building. Visitors entering through the loading dock will report to the main lobby Security 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 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.

Building Services

The Coffee Shop Room 120, located on the first floor, is funded and managed by The Massachusetts Commission for the Blind. The Coffee Shop has vending machines serving soft drinks, snacks, and is available to employees and visitors during normal business hours.

Men's and Women's locker rooms and showers are available and located on the lower level.

A bicycle rack is located outside the building. Under no circumstances will bicycles be allowed inside the building.

Conference Rooms are available upon request.

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