DIVISION OF CAPITAL ASSET MANAGEMENT & MAINTENANCE

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
- Emergency response and life safety systems
- Heat & Cooling
- Conference Room Scheduling
- Security
- 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.

OCTOBER 2019

Table of Contents

Building Operations and Contacts 3
Building Information 4
Conference Room Request 5
Building Operations Office 6
Contractor Work Permit 7
Emergencies 8
Emergency Procedures Plan 9
Fire System Information 20
Fire System Evacuation Floor Chart 21
Photo Identification and Access Cards 25
Incident Report Form 26
Key Management 29
Law Enforcement Access 30
Lost and Found 31
Modification of Office Space 32
Parking Policies and Procedures 33
Pest Control 35
Posting Notices or Posters 36
Prohibited and Dangerous Items 37
Recycling 39
Security 40
Building Services 41
Smoking Policy 42
Work Order Request 43

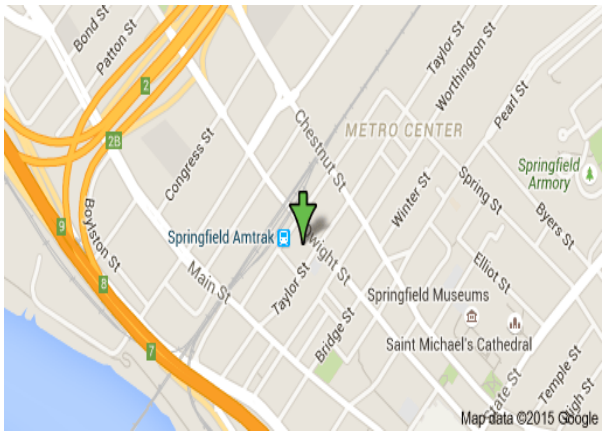
Building Operations and Contacts

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 (413) 346-9124 during regular business hours. The office is located at Room 130 of the Springfield Dwight St. State Office Building

After hours inquires 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	(413) 346-9124	aimee.sobinski@mass.gov
Jason Kruckas, Senior Operations Manager	McCormack Building Boston, MA	(617) 955-6402	jason.kruckas@mass.gov
Kelly Flaherty, Facility Manager	Room 130	(617) 631-4365	kelly.flaherty@mass.gov
Matthew Termini, Deputy Director of Security	Room 107 McCormack Building Boston, MA	(857) 214-1516	matthew.termini@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.

Contact the Office Support Specialist at (413) 346-9124 to schedule a conference room.

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: (413) 346-9124 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.

Emergencies

DCAMM Security and Life Safety Department establishes fire and emergency response plans, including evacuation plans and procedures. The Security and Life Safety Department also organizes evacuation teams, which are set up by either Agency or floor to function as organizers to facilitate the safe evacuation of those who work in or visit DCAMM facilities. Evacuation teams, which are picked by DCAMM, consist of a Team Leader, Assistant Team Leader, Area Monitor, Stairwell Monitor, and Handicap (HP) Assistant. Evacuation Team Leaders (ETLs) provide team profile information (number of team members, evacuation routes, number of persons requiring assistance, etc.), which DCAMM maintains and distributes as necessary for both operational and training purposes. The Security and Life Safety Department holds evacuation team meetings and training sessions throughout the year.

EMERGENCY CONTACTS	PHONE #
Emergency	9-911 (dial this number from within the SSOB building)
Control Center (24 hour)	617-727-1000
State Police Government Center Station H-1	413-736-8390
DCAMM Building Operations	617-631-4365
Matthew Termini, Deputy Director of Security	857-214-1516

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

Emergency Procedures Plan

ABOUT THIS PLAN

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

IMPORTANT:

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

- **Locate that emergency (bold red lettering) section, and**
- **Follow the procedures for that emergency**

I. EMERGENCY PLAN

A. PURPOSE

The purpose of this emergency plan is to:

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

B. GENERAL

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

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

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

Most fire alarm activations will call for evacuation. It is critical that all personnel exit the building immediately. Do not re-enter the building until the **Springfield Fire Department** gives permission to do so.

Please remember when calling 911 for the reporting of emergencies, you first must dial "9" so 9-911.

II. REPORTING

A. GENERAL

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

B. REPORTING A FIRE - OPTIONS

1. **Locate the nearest fire pull station and pull the lever down completely.** *This is the fastest and most direct method* to ensure that all emergency response agencies, emergency teams, and building occupants are immediately notified of an emergency requiring immediate evacuation. Pull stations are located at key points throughout the SSOB building. Become familiar with their locations.

OR

2. **Call 9-911.** Give the operator the following information: address, floor, tenant and the location of fire or smoke if known.

AND

2a. **Immediately call the Building Operations Main Office at 413-346-9124** and, inform them that a 911 call has been placed, and supply them with the same information given to the 911 operators.

OR

3. **Call DCAMM Control Center at 617-727-1000.** Give the Control Center the following information: floor, room number (if available), tenant, and fire or smoke location if known.

4. After the alarm system has been activated, locate the Emergency Team Leader and inform him/her of the location and nature of the emergency.

C. REPORTING OTHER TYPES OF EMERGENCIES

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

Control Center (24hour) 617-727-1000
Building Operations Office 413-346-9124
Massachusetts State Police 413-736-8390
Springfield EMS 9-911
Springfield Fire Department 9-911
Springfield Police Department 9-911

For posting in tenant areas:

EMERGENCY NUMBERS

9-911

413-346-9124 Building Operations Office

617-631-4365 Facility Manager

413-736-8390 State Police Springfield

617-727-1000 Control Center

IN CASE OF FIRE:

- Go to the nearest Pull Station.
- Pull the lever down completely.
- Begin the evacuation.

IN CASE OF OTHER EMERGENCY SITUATIONS:

- Call 9-911
- Call the Control Center at: 617-727-1000
- Call the State Police at: 413-736-8390
- Advise them of the emergency immediately.
- Follow emergency protocol appropriate to the medical or emergency condition.

MEDICAL EMERGENCY NOTE:

If a medical emergency call has been placed to **9-911** you MUST also notify **the Building Operations Office at 413-346-9124** and advise them of the nature and location of the emergency **AND** that **Emergency Medical Services** have been summoned via a call to **9-911**.

III. EMERGENCY RESPONSE PROCEDURES

A. GENERAL

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

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

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

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

Some things to remember:

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

B. EMERGENCY SITUATIONS

IN CASE OF FIRE

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

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

Other methods of reporting a Fire include:

- **Call 9-911.** Give the operator the following information: address, floor, tenant, and location of fire or smoke if known.

THEN

- **Call Building Operations at 413-346-9124.** Give the following information: floor, room number (if available) tenant, and fire or smoke location if known.

OR

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

Additional Fire Response Considerations:

- **Physically challenged or mobility-impaired** personnel should report to the **passenger elevator lobby** on each floor for evacuation to the Ground Level, unless otherwise instructed.

- **All others should proceed carefully down the stairs** using the handrails and staying to the right of the stairwell. Be aware that emergency personnel may utilize the same stairwell to access the fire floor. Do not use the elevators unless directed to do so by emergency personnel.

- If instructed to evacuate the building, leave by the nearest exit, walk to the nearest stairwell, proceed to ground level and exit the building. Once you reach your designated relocation area, remain there until you are given further instructions or the "all clear" command is given. **Under no circumstances** shall personnel and visitors return to an evacuated floor or building except as directed by Springfield Fire Department personnel.

- When exiting your office area take only wallets and handbags and close, **but do not lock**, all doors.

IN CASE OF MEDICAL EMERGENCY

Immediately

1. **Call 9-911**. Give the operator the following information: address, floor, room number (if available), tenant, and type of medical emergency if known

And

2. Call Building Operations at 413-346-9124 and inform them that a 9-911 call has been placed and supply them with the same information given to the 9-911 operators.

Additional Medical Emergency Response Considerations

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

IN CASE OF BOMB THREAT

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

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

Other methods of reporting a Bomb Threat include:

- **Call 9-911**. Give the operator the following information: address, floor, tenant, and location of device if known.

OR

- **Call Building Operations at 413-346-9124**

OR

- **Call** the Springfield State Office Dwight Street Facility Manager at **617-631-4365**

Additional Bomb Threat Considerations:

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

REMEMBER:

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

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

Exact wording of the threat:_____

_____

_____

Questions to ask:

1. When is the bomb going to explode?_____

2. Where is it right now?_____

3. What does it look like?_____

4. What kind of bomb is it?_____

5. What will cause it to explode?_____

6. Did you place the bomb?_____If so, why?_____

7. What is your name?_____

8. What is your address?_____

Callers Voice: (circle any that apply)

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

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

Background Sounds: (circle any that apply)

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

Threat Language: (circle any that apply)

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

Remarks:_____

Received by_____**Position**_____**Phone**:_____

Date:_____ **Time:**_____**AM/PM**

IN CASE OF A HAZARDOUS MATERIAL EMERGENCY

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

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

Other methods of reporting a Hazardous Materials Incident include:

1. **Call 9-911**. Give the operator the following information: address, floor, tenant, and location of suspicious material, if known.

THEN

2. Call SSOB Security at **413-209-7774**. Give building Security the following information: floor, room number (if available), tenant, and location of suspicious material, if known.

OR

3. Call the DCAMM Control Center **617-727-1000**

Additional HAZMAT Considerations:

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

IN CASE OF FAINT ODOR OF SMOKE OR BURNING

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

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

Call the below listed numbers immediately:

- **Call SSOB Security 413-209-7774**, Give them the following information: floor, room number (if available), tenant, and location of suspicious material, if known.

OR

- **Call 9-911**. Give the operator the following information: address, floor, tenant, and location of suspicious material, if known. Be sure to also call the **DCAMM Control Center at 617-727-1000.**

OTHER EMERGENCIES

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

- **Call Building Operations at 413-346-9124**

OR

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

OR

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

IV. MISCELLANEOUS INFORMATION

- **The DCAMM Control Center** is manned 24/7 to monitor DCAMM managed buildings. It is located at the McCormack Building, lobby level Room 109 **(617-727-1000)**

- The **Deputy Director of Security for DCAMM** is located in Room 107 in the McCormack Building. **(857-214-1516)**

- **The Massachusetts State Police Springfield (413) 736-8390**

Fire System Information

The Springfield State Office Dwight St. Fire System Response is used for the planning and evacuation purposes. The evacuation response is a general evacuation for the entire building in the event of any alarm activation. Occupants of each affected floor should evacuate outside on Taylor Street and Lyman Street. For specific information please see the Springfield State Office Building Dwight Street Occupant Emergency Plan Floor Evacuation Chart.

Alarm System Information

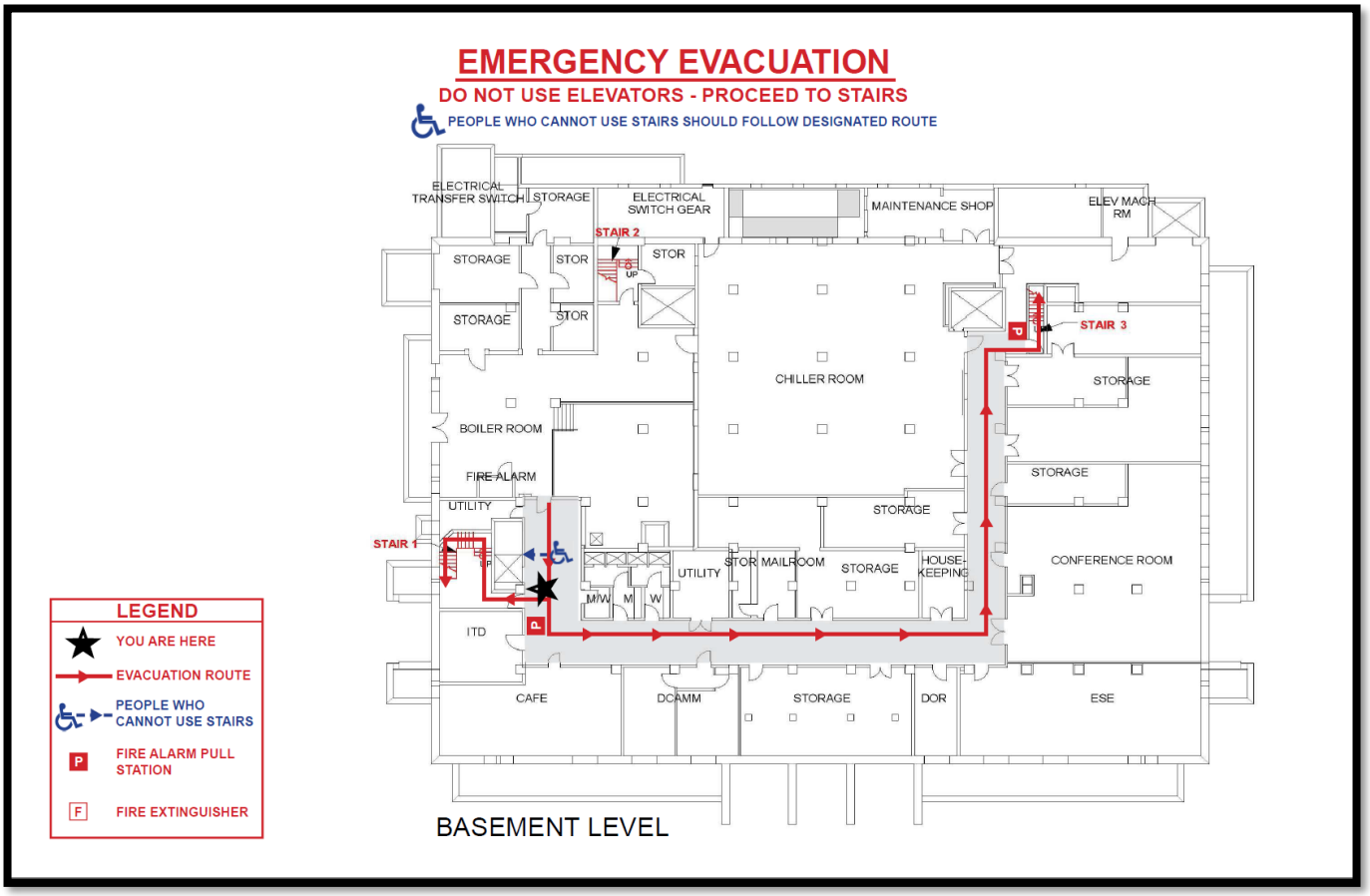
The Springfield State Office Building fire detection and alarm systems are fully automatic, and when activated, a number of operations happen simultaneously:

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

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

Fire System Evacuation Floor Chart

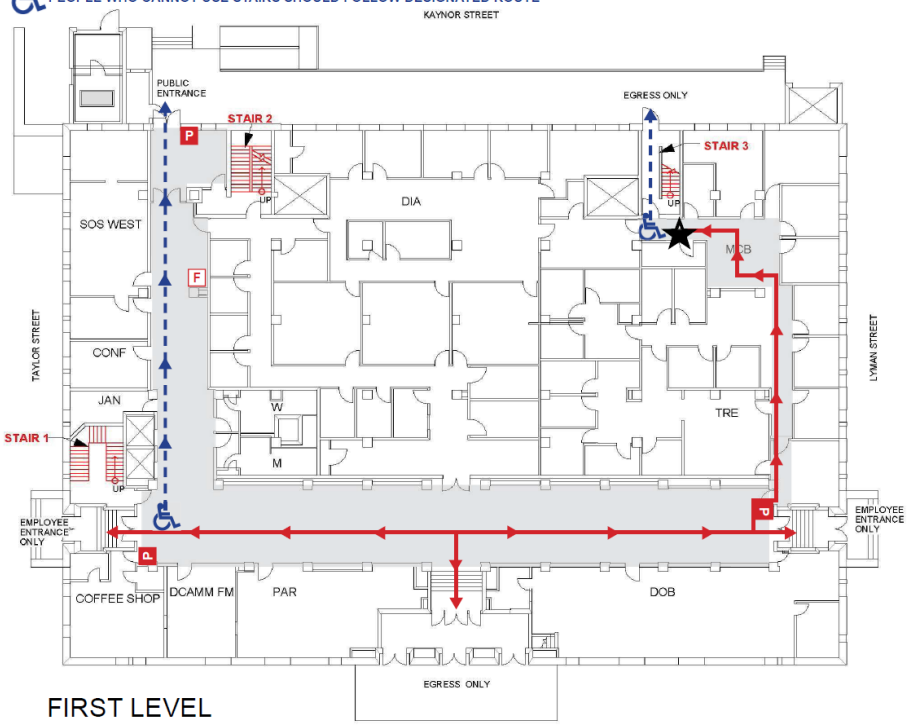
Please see the following Evacuation Plans for the Basement, 1st, 2nd, 3rd, 4th and 5th floors:



EMERGENCY EVACUATION

DO NOT USE ELEVATORS - PROCEED TO STAIRS

PEOPLE WHO CANNOT USE STAIRS SHOULD FOLLOW DESIGNATED ROUTE



FIRST LEVEL

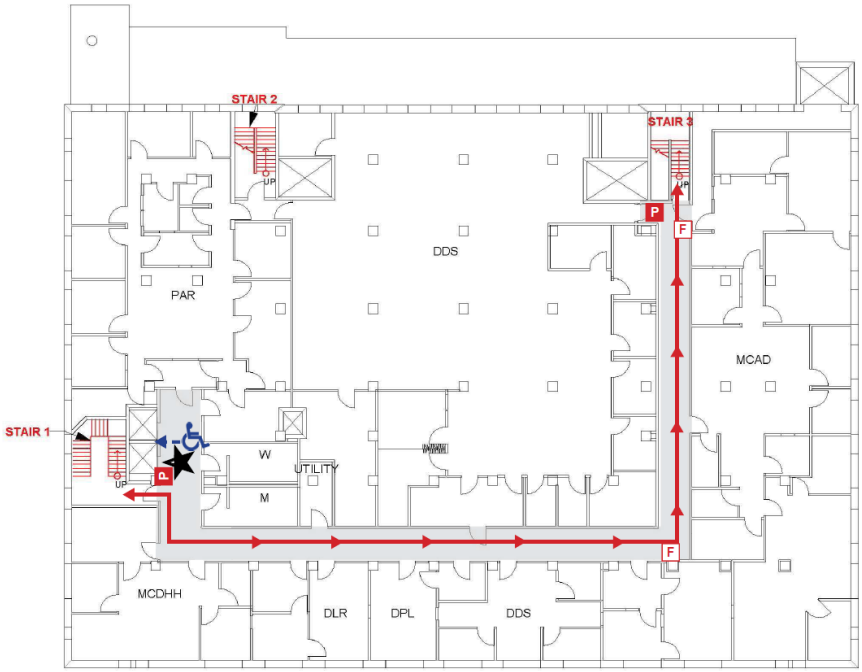
LEGEND

- YOU ARE HERE
- EVACUATION ROUTE
- PEOPLE WHO CANNOT USE STAIRS
- FIRE ALARM PULL STATION
- FIRE EXTINGUISHER

EMERGENCY EVACUATION

DO NOT USE ELEVATORS - PROCEED TO STAIRS

PEOPLE WHO CANNOT USE STAIRS SHOULD FOLLOW DESIGNATED ROUTE



SECOND LEVEL

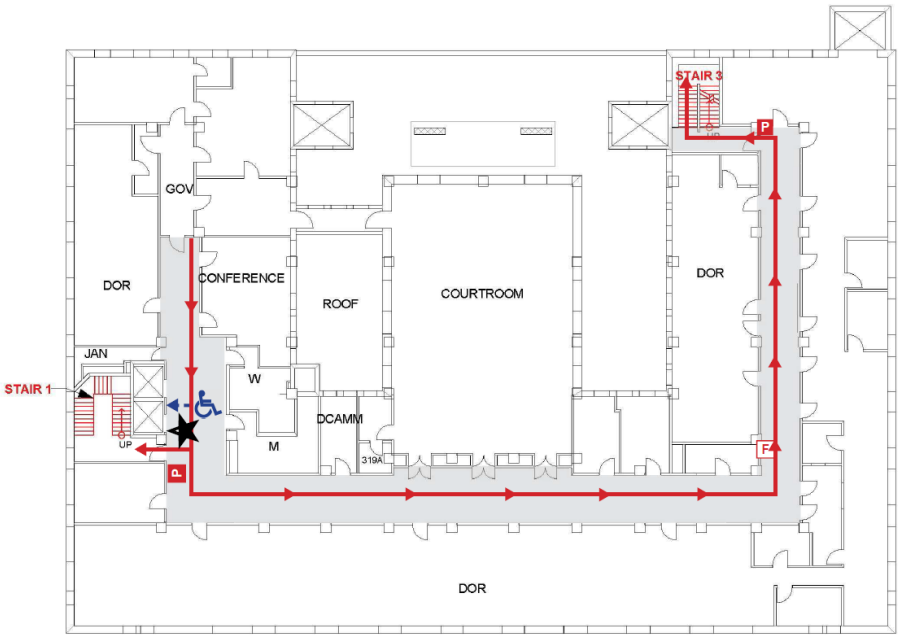
LEGEND

- YOU ARE HERE
- EVACUATION ROUTE
- PEOPLE WHO CANNOT USE STAIRS
- FIRE ALARM PULL STATION
- FIRE EXTINGUISHER

EMERGENCY EVACUATION

DO NOT USE ELEVATORS - PROCEED TO STAIRS

PEOPLE WHO CANNOT USE STAIRS SHOULD FOLLOW DESIGNATED ROUTE



THIRD LEVEL

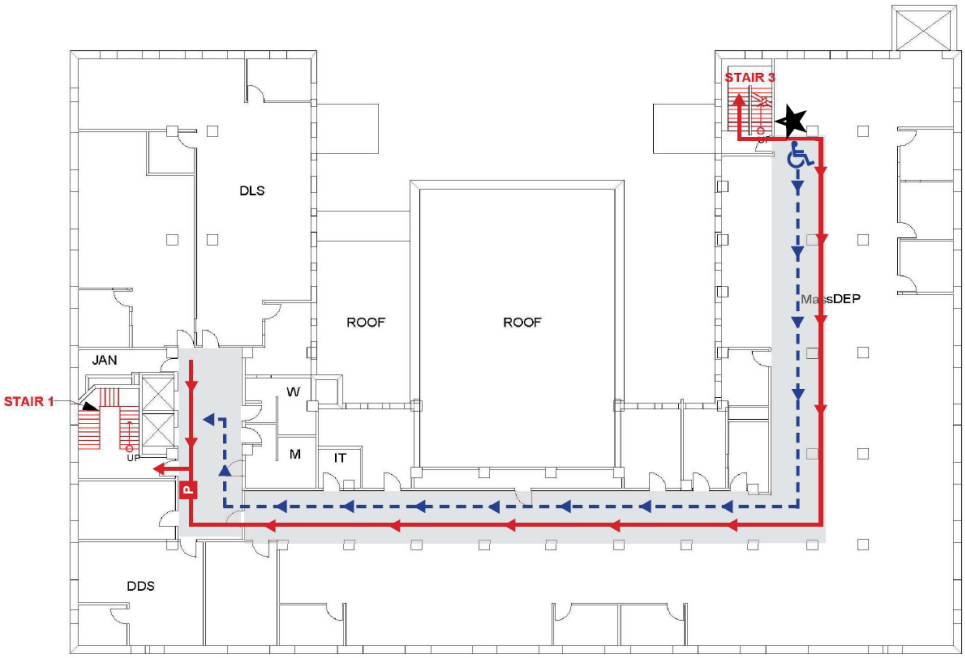
LEGEND

- YOU ARE HERE
- EVACUATION ROUTE
- PEOPLE WHO CANNOT USE STAIRS
- FIRE ALARM PULL STATION
- FIRE EXTINGUISHER

EMERGENCY EVACUATION

DO NOT USE ELEVATORS - PROCEED TO STAIRS

PEOPLE WHO CANNOT USE STAIRS SHOULD FOLLOW DESIGNATED ROUTE



FOURTH LEVEL

LEGEND

- YOU ARE HERE
- EVACUATION ROUTE
- PEOPLE WHO CANNOT USE STAIRS
- FIRE ALARM PULL STATION
- FIRE EXTINGUISHER

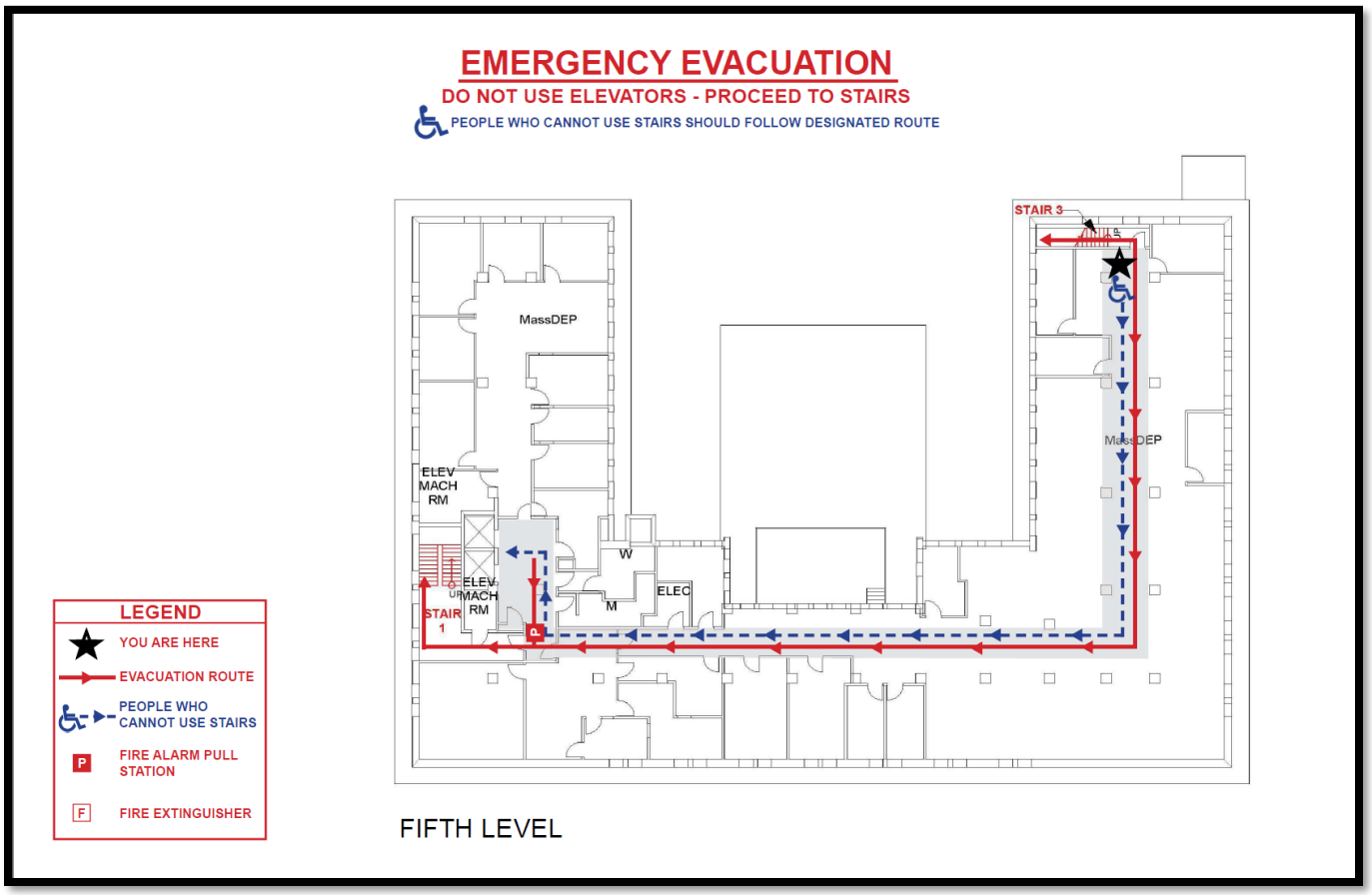

EMERGENCY EVACUATION
DO NOT USE ELEVATORS - PROCEED TO STAIRS
PEOPLE WHO CANNOT USE STAIRS SHOULD FOLLOW DESIGNATED ROUTE
STAIR 3
STAIR 2
MassDEP
MassDEP
ELEV MACH RM
ELEV MACH RM
W
M
ELEC
STAIR 1
LEGEND
YOU ARE HERE
EVACUATION ROUTE
PEOPLE WHO CANNOT USE STAIRS
FIRE ALARM PULL STATION
FIRE EXTINGUISHER
FIFTH LEVEL

Photo Identification and Access Cards

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

Walk-in ID hours:

Contact DCAMM SSOB Facility Management Office to schedule an appointment to receive a photo identification access card.

Replacement Cards:

Contact DCAMM SSOB Facility Management Office to obtain a replacement photo identification card.

Photo Identification Access Card Details:

DCAMM issues one nontransferable Photo ID Access Card to each employee. ID Accesses are only authorized for use by the employee named and pictured and are not issued to temporary employees, interns, vendors or contractors unless the Commissioner or Director of Safety / Security deems it necessary.

ID liaisons are responsible to notify the **Facility Manager's Office** immediately when an employee leaves state service, so that DCAMM can deactivate the Photo ID access cards. All such cards must be returned immediately to DCAMM Facility Office currently located in Room 130.

ID Accesses remain the property of DCAMM and must be surrendered upon termination of employment with the Commonwealth. DCAMM assesses $20 replacement fee for lost Photo ID.

Incident Report Form

The Commonwealth of Massachusetts
Division of Capital Asset Management & Maintenance
1 Ashburton Place
Boston, Massachusetts 02133
617 727-1100

INCIDENT REPORT FORM

Please fill in applicable space on Page 1 and provide narrative information on Page 2.
Completed reports should be promptly submitted to the Director of Security, DCAMM

Date of Incident:	**Time of Incident:**	**Day of Week:**
Date of Report:	**Report by:**	
Location (Specific):		

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

Reporting Party:	**Telephone #:**	**Ext.#**
Agency? :	**Visitor:**	**Witness:**
Witness 1:	**Telephone #:**	**Ext.#**
Witness 2:	**Telephone #:**	**Ext.#**

Injuries? (Y/N)	**Description of Injuries (specific):**

Police/Fire/EMS Notified?	**Person Notified:**
BSB Staff Notified?	**Person Notified:**

Individual Description: For information about an involved individual not elsewhere identified.
Name:
Other Identifiers:
Sex: Male ☐ Female ☐ **Race:** _____ **Height:** _____ **Age:** _____ **Eye Color:** _____

DCAMM USE ONLY
Date Received: **Referred to:**
Comments:
Completed by: **Date:**

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

INCIDENT # _____
Page 1 of 3

The Commonwealth of Massachusetts
Division of Capital Asset Management & Maintenance
1 Ashburton Place
Boston, Massachusetts 02133
617 727-1100

INCIDENT REPORT FORM
NARRATIVE OF EVENTS/INCIDENT

Narrative submitted by:	**Date:**

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

INCIDENT #_____
Page 2 of 3

The Commonwealth of Massachusetts
Division of Capital Asset Management & Maintenance
1 Ashburton Place
Boston, Massachusetts 02133
617 727-1100

INCIDENT REPORT FORM
AFTER ACTION REPORT

This page is to be completed by DCAMM personnel.

EVENT

RESPONSE

COMMENTS

RECOMMENDATIONS/ACTION

Submitted by:	Date:

INCIDENT # _____
Page 3 of 3

Key Management

All Springfield State Office Building Dwight St. 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

Lost and Found

To report **lost property**, contact the Security Desk at (413) 209-7774 located on the 1st floor.

Please bring **found items** to Security Desk located on the 1st floor.

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 Policies and Procedures

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

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

No vehicle shall park in a Handicapped Accessible Parking Space without proper HP identification. Illegally parked vehicles are subject to tow and/or the loss of parking privileges.

POLICY:

It is policy of DCAMM to have vehicles that create a hazard to the facility, or its occupants removed from DCAMM Parking Facilities. Further, DCAMM reserves the right to have any vehicle that does not have the proper authorization removed without warning. Such vehicles will be towed under DCAMM supervision and at the owner's expense.

All parking spaces in DCAMM lots, including Handicapped Accessible Parking Spaces, are assigned through Agency Liaisons.

PROCEDURES:

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

CITATIONS AND TOWING:

Unacceptable parking procedures include:

- Parking in a space marked "No Parking" or "Fire Lane"
- Parking in a Handicapped Accessible Parking Space without RMV-issued HP plates or placard
- Blocking access to an entrance or exit, blocking a legally parked vehicle, or parking in or across more than one space.
- Parking in a reserved space.

VEHICLE DAMAGE IN PARKING FACILITIES:

It is the policy of DCAMM to assume NO responsibility for Loss of, or Damage to, vehicles parked in DCAMM Parking Facilities. By accepting parking privileges, users agree to save harmless the Commonwealth and its agents from any such Loss or Damage.

HANDICAP ACCESSIBLE PARKING:

It is the policy of DCAMM that requests by Agency Liaisons for Handicapped Accessible Parking Spaces be made in the same manner as requests for regular spaces as outlined in the Handicap Accessible Parking Spaces are assigned from within any agency's allotted number of parking spaces, not in addition to the authorized number of spaces assigned.

BICYCLE PARKING:

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

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:

- Dangerous Weapons: Only sworn Federal, State, County and Municipal law enforcement officers duly authorized to carry a weapon may do so while inside the Building.
- Cut fresh Christmas trees, wreaths etc.
- Open flames
- Smoking
- Pets or other animals with the exception of service animals
- Appliances, such as portable heaters*

  * Should an exception to this policy be requested, a Portable Space Heater Request and Approval Form must be submitted to the DCAMM Operations Office, Room 130. Requests may come from an individual or from an agency ADA Liaison for an individual's reasonable accommodation. Please note: The request must be approved by the requestor's supervisor prior to submittal.

Dangerous Items

The following are not permitted inside the Building by anyone other than sworn police officers of the Commonwealth of Massachusetts or federal law enforcement officers:

- Firearms of any kind (see details below)
- Explosive devices of any kind
- BB or pellet guns
- Knives with blades greater than 3" long
- Mace, pepper spray or other chemical agents
- Stun guns or other device for directing an electrical charge at persons
- Other dangerous items, as determined by security officials or facility staff (see below)

All visitors, (e.g., anyone who is not a state employee or does not have ID Access) must submit to screening at a security checkpoint before entering the Building. Any visitor refusing to submit to screening will not be allowed entrance to the facility. Visitors are strictly prohibited from carrying any weapon (as listed above) while present in the Building.

Firearms:

Only sworn law enforcement personnel from federal, state, county or municipal agencies are authorized to carry a firearm or other weapon while present in the Building. Those authorized officers must present valid agency identification to the Security Staff assigned to the building entrance. Following an inspection of proper credentials, the officer will be allowed to by-pass the screening equipment to enter the facility. Once permitted to enter the facility, the officer must ensure that the weapon remains on his/her person during their entire presence within the facility. Visitors in possession of a weapon must declare the weapon to Security Staff on duty at the entry point. Visitors are not permitted in the building with weapons as defined in section 10(b) of Chapter 269 of the Massachusetts General Laws). Visitors will not be provided with secure storage areas for weapons. Visitors attempting to enter the building with weapons will be denied entry and advised to secure those weapons elsewhere and return unarmed.

Other Dangerous Items:

Building Security Staff have sole discretion to disallow any other item that may, in their opinion, present a threat to the safety and security of the building or its occupants.

Items determined to be dangerous by authorized officials, as noted above, will not be permitted into the Building. At the discretion of the screening personnel on duty such items may, at the exclusive risk of the item's owner, be put aside at a nearby location and reclaimed by the owner after exiting the facility. Neither DCAMM, nor any of the agencies noted above, assume any responsibility for items left pursuant to this policy. The Massachusetts State Police will respond to all incidents where a concealed weapon is not declared yet disclosed during a security inspection. The Massachusetts State Police reserve the right to ask for and view the owner's permit to carry said weapon. Individuals in possession of firearms who are unable to produce a valid permit for that weapon are subject to arrest and confiscation of the weapon in accordance with Massachusetts' law.

All inappropriate comments compromising the safety and security of the Building and/or personnel will be taken seriously and referred to the MA State Police for action.

Only state employees carrying a valid State Employee Identification Card may be allowed to bypass a security checkpoint.

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

It is the policy of the Division of Capital Asset Management and Maintenance (DCAMM) to provide a safe and secure working environment for employees and visitors to DCAMM facilities, through the prohibition of carriage of weapons or other dangerous items inside these facilities and to screen those entering the facilities to prevent the unauthorized conveyance of dangerous weapons into the facilities.

The Security Department:

- Manages Building Visitors and Customers
- Manages security cameras which monitor the building and grounds 24/7.
- Establishes and implements Security and Safety policies and procedures
- Provides Emergency Response Planning
- Manages contracts for Security Services and Security Equipment Maintenance and Repair
- Provides Photo ID/Access Cards for employees
- Maintains Key Control
- Manages building Parking Operations

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

To contact the Security Department, email them at: security.dcamm@mass.gov
For more urgent issues, contact the Deputy Director of Security at (857) 214-1516.

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 and Woman's Locker rooms and showers are available and located on the lower level.

Bicycle rack located outside the building. Under no circumstances will bicycles be allowed inside 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

Please use the **NEW CAMIS Tririga Request Central**
https://camis.dcp.state.ma.us/index.html

If you have not received a username and password yet, please contact CamisHelpdesk.dcam@massmail.state.ma.us