

The Commonwealth of Massachusetts

Executive Office of Health and Human Services

Department of Public Health

Bureau of Environmental Health

Community Sanitation Program

23 Service Center Road, Northampton, MA 01060

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Secretary

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| CHARLES D. BAKER  Governor  KARYN E. POLITO  Lieutenant Governor |

March 6, 2017

Colette Goguen, Superintendent

NCCI Gardner

500 Old Colony Road

Gardner, MA 01440

Re: Facility Inspection – NCCI Gardner

Dear Superintendent Goguen:

In accordance with M.G.L. c. 111, §§ 5, 20, and 21, as well as Massachusetts Department of Public Health (Department) Regulations 105 CMR 451.000: Minimum Health and Sanitation Standards and Inspection Procedures for Correctional Facilities; 105 CMR 480.000: Storage and Disposal of Infectious or Physically Dangerous Medical or Biological Waste (State Sanitary Code, Chapter VIII); 105 CMR 590.000: Minimum Sanitation Standards for Food Establishments (State Sanitary Code Chapter X); the 1999 Food Code; 105 CMR 520.000 Labeling; and 105 CMR 205.000 Minimum Standards Governing Medical Records and the Conduct of Physical Examinations in Correctional Facilities; I conducted an inspection of NCCI Gardner on February 22, 23, and 24, 2017 accompanied by Sergeant Michael Landry, EHSO;

Paul Trainque, EHSO, and Community Sanitation Program Staff. Violations noted during the inspection are listed below including 188 repeat violations:

**HEALTH AND SAFETY VIOLATIONS**

(*\* indicates conditions documented on previous inspection reports*)

**C BUILDING**

**Lobby**

*Female Bathroom*

No Violations Noted

*Male Bathroom*

105 CMR 451.123 Maintenance: Ceiling vent dusty

*Vending Machine Area*

No Violations Noted

**Basement – Outside**

*Storage Area (near elevator)*

No Violations Noted

*Male Bathroom*

No Violations Noted

*Female Bathroom*

No Violations Noted

*Treasurer’s Office*

No Violations Noted

**2nd Floor – Outside**

*Conference Room*

No Violations Noted

*Hallway (near elevator)*

105 CMR 451.350 Structural Maintenance: Ceiling damaged

*Female Bathroom*

No Violations Noted

*Male Bathroom*

No Violations Noted

*Administration*

No Violations Noted

*Superintendent’s Conference Room*

No Violations Noted

*Superintendent’s Office*

No Violations Noted

*Superintendent’s Bathroom*

105 CMR 451.123\* Maintenance: Bathroom out-of-order

**Control**

*Break Area*

105 CMR 451.200 Food Storage, Preparation and Service: Food preparation not in compliance with   
105 CMR 590.000, interior of microwave oven dirty

*Bathroom*

No Violations Noted

**Trap – Inside**

No Violations Noted

*Staff Area*

105 CMR 451.130\* Plumbing: Plumbing not maintained in good repair, hot water handle leaking on sink

**Basement – Inside**

*Cell # 1*

No Violations Noted

*Cell # 2*

No Violations Noted

*Booking*

No Violations Noted

*Male Staff Bathroom*

No Violations Noted

*Slop Sink/Urinal*

No Violations Noted

*Training Area*

No Violations Noted

*Property*

Unable to Inspect – Locked

**1st Floor**

*Roll Call Room*

No Violations Noted

*Offices*

No Violations Noted

*Records Room*

No Violations Noted

*Female Staff Bathroom*

105 CMR 451.123 Maintenance: Ceiling vent dusty

*CPO Offices*

No Violations Noted

*Slop Sink*

105 CMR 451.130\* Plumbing: Plumbing not maintained in good repair, drain cover missing

105 CMR 451.353 Interior Maintenance: Ceiling vent dusty

105 CMR 451.353 Interior Maintenance: Unlabeled chemical bottle

**2nd Floor**

*Offices*

No Violations Noted

*Conference Room*

No Violations Noted

*Janitor’s Closet*

No Violations Noted

*Bathroom # 26*

No Violations Noted

*Offices*

No Violations Noted

**Thompson Hall**

**Basement**

*Property*

No Violations Noted

*Staff Bathroom*

105 CMR 451.126 Hot Water: Hot water temperature recorded at 1040F

*Slop Sink Room*

No Violations Noted

*Long Term Storage*

No Violations Noted

*Legal Storage Area*

No Violations Noted

*Hallway*

No Violations Noted

*Inmate Bathroom*

No Violations Noted

*Mop Room*

No Violations Noted

*Biohazard Storage Area*

No Violations Noted

*Recycling Storage Room*

105 CMR 451.130 Plumbing: Plumbing not maintained in good repair, drain cover missing

**1st Floor**

*Staff Area*

No Violations Noted

*Slop Sink Room # 26*

No Violations Noted

*Ice Machine Room # 21*

No Violations Noted

*Medline Room (Medication Room)*

No Violations Noted

**South Wing**

*Cells*

105 CMR 451.320\* Cell Size: Inadequate floor space in all cells

105 CMR 451.350\* Structural Maintenance: Ceiling damaged in cell # 139

*Bathroom*

105 CMR 451.123\* Maintenance: Shower curtain missing in shower # 5

*Day Room*

No Violations Noted

**North Wing**

*Mop Closet # 29*

No Violations Noted

*Buffer Room # 27*

No Violations Noted

*Cells*

105 CMR 451.320\* Cell Size: Inadequate floor space in all cells

*Bathroom* Shower # 5 Not Inspected – No Longer Used

105 CMR 451.123\* Maintenance: Floor damaged in shower # 1

105 CMR 451.123 Maintenance: Wall damaged in shower # 3

105 CMR 451.123\* Maintenance: Wall damaged in shower # 1, 2, and 4

105 CMR 451.123\* Maintenance: Wall tiles damaged on column outside shower # 2

105 CMR 451.123\* Maintenance: Wall tiles damaged near toilet

105 CMR 451.123 Maintenance: Door frame rusted

*Day Room and Offices*

No Violations Noted

**S.M.U. – 1st Floor**

*Slop Sink Closet*

No Violations Noted

*Office Area*

105 CMR 451.200 Food Storage, Preparation and Service: Food preparation not in compliance with   
105 CMR 590.000, interior of microwave oven dirty

*Staff Bathroom*

No Violations Noted

*Cells*

105 CMR 451.353\* Interior Maintenance: Wall paint damaged in cell # 4

*Shower*

105 CMR 451.123\* Maintenance: Floor paint damaged outside of shower

105 CMR 451.123\* Maintenance: Wall paint damaged outside shower

105 CMR 451.123 Maintenance: Soap scum on walls in shower

105 CMR 451.123 Maintenance: Soap scum on floor in shower

*General Area*

No Violations Noted

**S.M.U. – 2nd Floor**

*Law Library*

No Violations Noted

*General Area*

No Violations Noted

*Office Area*

105 CMR 451.353\* Maintenance: Floor paint damaged

105 CMR 451.140 Adequate Ventilation: Inadequate ventilation, ceiling vent blocked

105 CMR 451.353 Interior Maintenance: Staff chair damaged

*Staff Bathroom*

No Violations Noted

*Cells*

No Violations Noted

*Shower*

105 CMR 451.123\* Maintenance: Floor paint damaged outside of shower

105 CMR 451.123\* Maintenance: Wall paint damaged outside shower

105 CMR 451.123 Maintenance: Soap scum on walls in shower

105 CMR 451.123 Maintenance: Soap scum on floor in shower

*Slop Sink Area*

No Violations Noted

**H.S.U.**

*Slop Sink Room # 23*

No Violations Noted

*Exam Room # 1 (X-Ray Processing)*

105 CMR 451.353 Interior Maintenance: Ceiling tiles damaged

*Closet (located within Exam Room # 1)*

105 CMR 451.126 Hot Water: Hot water temperature recorded at 450F

*Male Inmate Bathroom*

No Violations Noted

*Exam Room # 2*

No Violations Noted

*Male Bathroom (located within Exam Room # 2)*

105 CMR 451.123 Maintenance: Ceiling vent dusty

*Exam Room # 3 (Trauma/Treatment Room)*

No Violations Noted

*Exam Room # 4*

No Violations Noted

*Exam Room # 5*

No Violations Noted

*Cells A and B*

No Violations Noted

*Medical Records*

No Violations Noted

*Ward*

No Violations Noted

*Ward Bathroom*

105 CMR 451.126 Hot Water: Hot water temperature recorded at 1010F

*Shower* Shower # 2 Not Inspected – No Longer Used

105 CMR 451.123\* Maintenance: Floor paint peeling outside of shower

105 CMR 451.123\* Maintenance: Wall paint damaged inside of shower

105 CMR 451.123 Maintenance: Soap scum on walls in shower

*Sharps Room*

No Violations Noted

*Break Room # 23*

105 CMR 451.200 Food Storage, Preparation and Service: Food storage not in compliance with  
105 CMR 590.000, no functional thermometer in refrigerator

*Dentist’s Office*

No Violations Noted

*Ambulance Hallway*

No Violations Noted

*Exam Room # 7*

No Violations Noted

*Female Staff Bathroom*

No Violations Noted

*Office Room # 30*

105 CMR 480.400(C) Shipping Papers: Generator was not maintaining copy of shipping papers with   
record keeping log for at least 375 days

*Slop Sink Closet*

105 CMR 451.383(B)\* Fire Safety System: Facility not in compliance with 780 CMR Massachusetts Building Code provisions for fire safety, items stored within 18 inches of ceiling

105 CMR 451.353 Interior Maintenance: Wet mop stored in bucket

**Thompson Hall – 2nd Floor**

*Staff Area*

105 CMR 451.200\* Food Storage, Preparation and Service: Food storage not in compliance with   
105 CMR 590.000, refrigerator gasket damaged

*Staff Bathroom*

No Violations Noted

*Mental Health Office*

105 CMR 451.200 Food Storage, Preparation and Service: Food preparation not in compliance with   
105 CMR 590.000, interior of microwave oven dirty

*Mental Health Staff Bathroom*

Unable to Inspect – In Use

**South Wing**

*Cells*

105 CMR 451.320\* Cell Size: Inadequate floor space in all cells

*Showers*

Unable to Inspect – In Use

*Day Room*

No Violations Noted

**East Wing**

*Slop Sink # 11*

No Violations Noted

*Slop Sink # 14*

No Violations Noted

*Cells*

105 CMR 451.320\* Cell Size: Inadequate floor space in all cells

105 CMR 451.353 Interior Maintenance: Floor tiles damaged in cell # 264 and 269

*Showers*

105 CMR 451.123\* Maintenance: Floor tiles damaged in shower # 2 and 4

105 CMR 451.123\* Maintenance: Wall tiles damaged in shower # 1, 2, 3, and 4

105 CMR 451.123 Maintenance: Shower walls dirty, mold observed on walls in shower # 2

105 CMR 451.123\* Maintenance: Shower walls dirty, mold observed on walls in shower # 3 and 4

105 CMR 451.123 Maintenance: Shower continually running in shower # 1 and 3

105 CMR 451.123\* Maintenance: Shower continually running in shower # 4

105 CMR 451.123 Maintenance: Wall vent dusty

*Day Room*

No Violations Noted

**North Wing**

*Janitor’s Closet # 2-15*

105 CMR 451.350\* Structural Maintenance: Wall tiles damaged

105 CMR 451.353\* Interior Maintenance: Ceiling tiles water damaged

*Cells*

105 CMR 451.320\* Cell Size: Inadequate floor space in all cells

105 CMR 451.353 Interior Maintenance: Floor tiles damaged in cell # 211

*Shower*

Not Inspected – No Longer Used

*Day Room*

No Violations Noted

**Thompson Hall – 3rd Floor**

*Staff Area*

No Violations Noted

*Dorm Area*

No Violations Noted

*Inmate Bathroom*

No Violations Noted

**South Wing**

*Cells*

105 CMR 451.320\* Cell Size: Inadequate floor space in all cells

*Showers* Shower # 1 Not Inspected – In Use

105 CMR 451.123 Maintenance: Wall damaged in shower # 4

*Day Room*

No Violations Noted

**East Wing**

*Cells*

105 CMR 451.320\* Cell Size: Inadequate floor space in all cells

105 CMR 451.353 Interior Maintenance: Floor tiles damaged in cell # 365 and 373

*Slop Sink Room # 12*

No Violations Noted

*Storage Room # 15*

105 CMR 451.353 Interior Maintenance: Wet mop stored in bucket

*Showers*

105 CMR 451.123\* Maintenance: Floor tiles damaged in shower # 1

105 CMR 451.123 Maintenance: Wall tiles damaged in shower # 3

105 CMR 451.123\* Maintenance: Wall tiles damaged in shower # 1 and 4

*Day Room*

No Violations Noted

*Office # 2*

105 CMR 451.200 Food Storage, Preparation and Service: Food storage not in compliance with   
105 CMR 590.000, refrigerator temperature recorded at 610F

*Office # 3*

No Violations Noted

**North Wing**

*Cells*

105 CMR 451.320\* Cell Size: Inadequate floor space in all cells

*Showers*

105 CMR 451.123\* Maintenance: Wall epoxy damaged in shower # 5

105 CMR 451.123\* Maintenance: Floor epoxy stained outside showers

*Janitor’s Closet # 11*

105 CMR 451.350 Structural Maintenance: Wall damaged

*Day Room*

No Violations Noted

**D Building**

**2nd Floor**

*Storage Closet*

No Violations Noted

*Operations Room*

No Violations Noted

*Male Staff Bathroom*

105 CMR 451.123\* Maintenance: Screen missing

*Mop Closet*

No Violations Noted

*Break Area*

No Violations Noted

*Administrative Assistant’s Office*

No Violations Noted

*Deputy Superintendent’s Office*

No Violations Noted

*Female Bathroom*

No Violations Noted

*Holding Cell*

No Violations Noted

*IPS Office*

No Violations Noted

**1st Floor**

*Bathroom*

105 CMR 451.123\* Maintenance: Ceiling vent dusty

*Strip Room*

No Violations Noted

*Non-Contact Inmate Side*

No Violations Noted

*Inner-Control Room*

105 CMR 451.353 Interior Maintenance: Staff chair damaged

*Visiting Room*

No Violations Noted

*Vending Area*

No Violations Noted

*Non-Contact Visitor’s Side*

105 CMR 451.353 Interior Maintenance: Laminate damaged on counter in booth # 5

*Male Visiting Bathroom*

No Violations Noted

*Female Visiting Bathroom*

No Violations Noted

*Slop Sink*

105 CMR 451.130\* Plumbing: No backflow preventer on slop sink

105 CMR 451.353 Interior Maintenance: Wet mop stored in bucket

*D Office*

No Violations Noted

*Staff Bathroom (near D Office)*

No Violations Noted

**Basement**

*Inmate Bathroom*

No Violations Noted

*Break Room*

No Violations Noted

*Staff Bathroom*

No Violations Noted

*Tool Crib*

No Violations Noted

*Plumbing Shop*

No Violations Noted

*Shop Area*

No Violations Noted

*Paint Room*

No Violations Noted

**E Building**

**2nd Floor**

*Classroom # 317*

No Violations Noted

*Classroom # 315*

105 CMR 451.350\* Structural Maintenance: Ceiling damaged around sprinkler head

105 CMR 451.350\* Structural Maintenance: Window pane broken

*Offices*

*No Violations Noted*

*Room # 313*

No Violations Noted

*Room # 308*

No Violations Noted

*Room # 309*

No Violations Noted

*Staff Bathroom*

105 CMR 451.123\* Maintenance: Handwash sink basin damaged at sink # 2

*Slop Sink Room*

No Violations Noted

**1st Floor**

*Staff Bathroom*

105 CMR 451.123 Maintenance: Window pane broken

*Classrooms*

No Violations Noted

*Janitor’s Closet # 203*

105 CMR 451.130 Plumbing: No backflow preventer on slop sink

*Slop Sink Closet # 214*

105 CMR 451.130\* Plumbing: No backflow preventer on slop sink

*Offices*

No Violations Noted

*Inmate Bathroom*

105 CMR 451.126\* Hot Water: Hot water temperature recorded at 1000F

*Officer’s Station/Staff Area # 213*

No Violations Noted

*Janitor’s Closet*

No Violations Noted

*Barber Shop Waiting Room*

No Violations Noted

*Barber Shop*

105 CMR 451.126 Hot Water: Hot water temperature recorded at 850F

**Basement**

*Religious Chapels*

No Violations Noted

*Slop Sink # 108*

No Violations Noted

*Classroom # 101*

No Violations Noted

*Job Assignment Office*

No Violations Noted

**F Building**

**2nd Floor**

*Office*

No Violations Noted

*Storage Closet*

105 CMR 451.353\* Interior Maintenance: Floor paint damaged

105 CMR 451.353\* Interior Maintenance: Ceiling ventilation grille rusted

105 CMR 451.353\* Interior Maintenance: Wall paint damaged around old shower

105 CMR 451.353 Interior Maintenance: Mold observed on walls in old shower

105 CMR 451.130 Plumbing: Plumbing not maintained in good repair, water continually running in old shower

*Staff Bathroom*

No Violations Noted

*A Dorm*

105 CMR 451.320\* Cell Size: Inadequate floor space in sleeping area

*B Dorm*

105 CMR 451.320\* Cell Size: Inadequate floor space in sleeping area

*C Dorm*

105 CMR 451.320\* Cell Size: Inadequate floor space in sleeping area

*D Dorm*

105 CMR 451.320\* Cell Size: Inadequate floor space in sleeping area

*Showers*

Unable to Inspect – In Use

*Bathroom*

105 CMR 451.130 Plumbing: Plumbing not maintained in good repair, toilet # 1 and 4 out-of-order

*Day Room*

No Violations Noted

**1st Floor**

*Office*

No Violations Noted

*Day Room*

No Violations Noted

*Shower*

105 CMR 451.123 Maintenance: Wall damaged in shower

*Slop Sink Closet*

No Violations Noted

*Bathroom*

No Violations Noted

*A Dorm*

105 CMR 451.320\* Cell Size: Inadequate floor space in sleeping area

105 CMR 451.101 Blankets: Blanket damaged at bunk # 27

*B Dorm*

105 CMR 451.320\* Cell Size: Inadequate floor space in sleeping area

*C Dorm*

105 CMR 451.320\* Cell Size: Inadequate floor space in sleeping area

*D Dorm*

105 CMR 451.320\* Cell Size: Inadequate floor space in sleeping area

*Staff Bathroom*

105 CMR 451.353 Interior Maintenance: Wet mop stored in bucket

**Basement**

*Dog Bathroom*

No Violations Noted

*Bathroom # F-B05*

105 CMR 451.110(A) Hygiene Supplies at Toilet and Handwash Sink: No soap at handwash sink

*NEADS Storage*

No Violations Noted

**Food Service Building**

**Inmate Dining Hall**

No Violations Noted

*East Bathroom # 15*

No Violations Noted

*West Bathroom # 13*

No Violations Noted

**Main Kitchen**

*Serving Line*

No Violations Noted

*West Tray Room*

FC 4-901.11(A) Protection of Clean Items, Drying: Clean and sanitized trays not allowed to air dry fully

FC 5-205.15(B)\* Plumbing System, Operations and Maintenance: Plumbing system not maintained in good repair, missing drain cover on service sink

FC 6-501.11\* Maintenance and Operation; Repairing: Facility not in good repair, light shield damaged

FC 6-501.111(B) Maintenance and Operations; Pest Control: Cockroach observed under tray drying rack

*East Tray Room*

FC 6-501.11\* Maintenance and Operation; Repairing: Facility not in good repair, wall paint damaged behind trash bin

*Hot and Cold Holding Area*

No Violations Noted

*Grille Area and 3-Bay Sink*

FC 5-202.12(A)\* Plumbing System, Design: Handwashing sink water temperature recorded at 1380F

FC 5-205.15(B)\* Plumbing System, Operations and Maintenance: Plumbing system not maintained in good repair, single-bay sink faucet leaking located behind stove tops

FC 6-305.11(B)\* Numbers and Capacities; Dressing Area and Lockers: No suitable locker room provided, kitchen workers boots stored under 3-bay sink

FC 6-501.11\* Maintenance and Operation; Repairing: Facility not in good repair, ceiling tiles water damaged

FC 4-501.11(A)\* Maintenance and Operation, Equipment: Equipment not maintained in a state of good repair, ventilation fan for hood not functioning

FC 4-501.114(C)(2) Maintenance and Operation; Equipment: Iodine solution greater than the manufacturers

recommended concentration

*Kettle Area*

FC 6-501.11\* Maintenance and Operation; Repairing: Facility not in good repair, ceiling tiles water damaged

FC 4-501.114(C)(2) Maintenance and Operation; Equipment: Iodine solution greater than the manufacturers

recommended concentration

FC 6-501.11 Maintenance and Operation; Repairing: Facility not in good repair, light out

FC 6-501.11 Maintenance and Operation; Repairing: Facility not in good repair, light shield damaged

*Food Prep Area/2-Bay Sink*

FC 5-205.15(B) Plumbing System, Operations and Maintenance: Plumbing system not maintained in good repair, cold water not working

FC 5-205.15(B) Plumbing System, Operations and Maintenance: Plumbing system not maintained in good repair, hot water leaking

*Prep Area and 3-Bay Sink*

No Violations Noted

*Dry Goods Storage*

FC 6-501.11\* Maintenance and Operation; Repairing: Facility not in good repair, floor tiles damaged near ice machine and in middle of dry storage room

FC 3-305.11(A)(3)\* Preventing Contamination from Premises: Food stored in an inappropriate location, food stored less than 6 inches from the floor, boxes of food stored on floor in Halal freezer

*Middle Coolers # 1-3*

No Violations Noted

*Freezer # 1*

FC 3-305.11(A)(3)\* Preventing Contamination from Premises: Food stored in an inappropriate location, food stored less than 6 inches from the floor, boxes of food stored on floor under racks

*Food Manager’s Office*

FC 5-205.15(B)\* Plumbing System, Operations and Maintenance: Plumbing system not maintained in good repair, no cold water supplied to handwash sink outside of office

*Hallway/Stairway*

No Violations Noted

*Inmate Bathroom (rear of kitchen)*

FC 5-205.15(B) Plumbing System, Operations and Maintenance: Plumbing system not maintained in good repair, no cold water at sink # 2

*Loading Dock*

FC 6-202.15(A)(3) Design, Construction, and Installation; Functionality: Outer door not weather and

vermin tight

*Pig Cooler*

No Violations Noted

*Staff Bathroom # 133*

No Violations Noted

*Staff Bathroom # 134*

No Violations Noted

*Barrel Washing Room*

FC 6-501.11\* Maintenance and Operation; Repairing: Facility not in good repair, wall paint damaged

*Electrical Room*

FC 3-305.12(E) Preventing Contamination from Premises: Food stored in an inappropriate location, drinks stored in electrical room

*Staff Office*

No Violations Noted

*Slop Sink Room*

FC 6-501.16\* Maintenance and Operation; Cleaning: Wet mop stored in bucket

*Tool Room*

No Violations Noted

**Bakery**

FC 6-501.11 Maintenance and Operation; Repairing: Facility not in good repair, ceiling tiles damaged

FC 6-501.11 Maintenance and Operation; Repairing: Facility not in good repair, ceiling tiles missing

*Dry Storage*

FC 5-205.15(B)\* Plumbing System, Operations and Maintenance: Plumbing system not maintained in good repair, drain cover not secured to slop sink

FC 3-304.12(A) Preventing Contamination from Utensils: Service utensils handle stored below the food and container line, scoop stored in sugar and flour bins

*Cooler # 4*

No Violations Noted

**Culinary**

*Dry Goods*

No Violations Noted

*Dishwashing Station*

No Violations Noted

*Refrigerator*

No Violations Noted

*3-Bay Sink*

FC 5-205.15(B) Plumbing System, Operations and Maintenance: Plumbing system not maintained in good repair, left side bay drain leaking

*Stove Area*

No Violations Noted

*Mop Closet*

FC 6-501.16\* Maintenance and Operation; Cleaning: Wet mop stored in bucket

*Handwash Sink near Stove*

No Violations Noted

*Serving Line*

No Violations Noted

*Dining Room*

No Violations Noted

*Staff Bathroom*

No Violations Noted

*Inmate Bathroom*

105 CMR 451.123\* Maintenance: Window broken

*Tool Room # 8*

No Violations Noted

**Wood Shop**

*Main Entrance*

105 CMR 451.350\* Structural Maintenance: Door not rodent and weathertight

*Office*

No Violations Noted

*Inmate Bathroom*

105 CMR 451.123\* Maintenance: Light shield missing

*Staff Bathroom*

No Violations Noted

*Machinery Room*

105 CMR 451.353\* Interior Maintenance: Ceiling paint peeling

105 CMR 451.353\* Interior Maintenance: Wall paint peeling

105 CMR 451.350\* Structural Maintenance: Windows broken

**Voc Ed Building**

*Main Area*

No Violations Noted

*Office*

No Violations Noted

*Lawnmower Storage Room*

No Violations Noted

*Inmate Bathroom*

No Violations Noted

*Staff Bathroom*

No Violations Noted

*Welding Shop*

105 CMR 451.130 Plumbing: Plumbing not maintained in good repair, cold water runs continuously

at handwash sink

**Laundry Building**

105 CMR 451.350\* Structural Maintenance: Ceiling damaged throughout laundry area

*Office*

No Violations Noted

*Bathroom*

105 CMR 451.123\* Maintenance: Handwash sink basin rusted at sink # 1-3

*Mattress Room*

No Violations Noted

*Linen Closet*

105 CMR 451.350\* Structural Maintenance: Ceiling panel water damaged and no longer secured to ceiling near linen closet

*Staff Bathroom*

No Violations Noted

**Optical (within laundry building)**

*Inmate Bathroom*

105 CMR 451.123\* Maintenance: Floor paint damaged

105 CMR 451.123 Maintenance: Ceiling vent dusty

*Work Area*

105 CMR 451.353\* Interior Maintenance: Several chair seats ripped

105 CMR 451.350\* Structural Maintenance: Window panes broken

*Staff Bathroom*

105 CMR 451.123\* Maintenance: Floor paint damaged

*Office*

No Violations Noted

**Music Bunker**

No Violations Noted

**G Building**

**2nd Floor**

*Dorm*

105 CMR 451.320\* Cell Size: Inadequate floor space in all sleeping areas

*Inmate Bathroom*

105 CMR 451.123\* Maintenance: Unfinished wood behind sink

105 CMR 451.130 Plumbing: Plumbing not maintained in good repair, water continually running

at slop sink

105 CMR 451.123 Maintenance: Wet mop heads stored under handwash sink

**1st Floor**

*Control*

105 CMR 451.200 Food Storage, Preparation and Service: Food storage not in compliance with

105 CMR 590.000, door gasket damaged on refrigerator

*Staff Bathroom*

No Violations Noted

*Inmate Bathroom*

Unable to Inspect – In Use

*Dorm*

105 CMR 451.320\* Cell Size: Inadequate floor space in sleeping area

105 CMR 451.141\* Screens: Screens damaged near bunk # 22

**Basement**

*Telephone Area*

No Violations Noted

*Tool Chest*

No Violations Noted

*Office*

No Violations Noted

*Showers*

105 CMR 451.123 Maintenance: Unfinished cement floor in shower # 6, 7, 8, 9, and 10

105 CMR 451.123\* Maintenance: Standing water observed outside of showers

105 CMR 451.123\* Maintenance: Wall covering damaged in shower # 1

105 CMR 451.123 Maintenance: Wall epoxy damaged in shower # 9

105 CMR 451.123 Maintenance: No drain cover in shower # 1 and 4

105 CMR 451.123 Maintenance: Shower curtain damaged in shower # 5

105 CMR 451.123 Maintenance: Shower curtain missing in shower # 6

**I Building**

**East Side**

*Staff Bathroom*

105 CMR 451.130 Plumbing: Plumbing not maintained in good repair, drain leaking at sink # 1 and 2

*Office*

No Violations Noted

*Inmate Bathroom*

105 CMR 451.130 Plumbing: Plumbing not maintained in good repair, no hot or cold water at sink # 3

*Showers*

Unable to Inspect – In Use

*Dorm*

105 CMR 451.320\* Cell Size: Inadequate floor space in sleeping area

*Storage Closet*

No Violations Noted

**West Side**

*Control Office*

No Violations Noted

*Control Bathroom*

No Violations Noted

*Sergeant’s Office*

No Violations Noted

*Staff Bathroom*

No Violations Noted

*Inmate Bathroom*

105 CMR 451.130 Plumbing: Plumbing not maintained in good repair, no hot or cold water at sink # 1

*Showers*

105 CMR 451.123 Maintenance: Ceiling vent dusty

*Dorm*

105 CMR 451.101 Blankets: Blanket damaged in bunk # 19

*Storage Closet*

No Violations Noted

**H Building**

**Basement**

*Telephone Room*

105 CMR 451.353 Interior Maintenance: Wall paint damaged

*Office*

No Violations Noted

*Mop Room*

No Violations Noted

*Showers*

Unable to Inspect – In Use

**1st Floor**

*Dorm*

105 CMR 451.320\* Cell Size: Inadequate floor space in sleeping area

*Inmate Bathroom*

Unable to Inspect – In Use

*Staff Bathroom*

No Violations Noted

*Officer’s Station*

No Violations Noted

**2nd Floor**

*Dorm*

105 CMR 451.320\* Cell Size: Inadequate floor space in sleeping area

105 CMR 451.353 Interior Maintenance: Screen damaged near bunk # 24

*Inmate Bathroom*

105 CMR 451.123\* Maintenance: Ceiling vent dusty

105 CMR 451.130 Plumbing: Plumbing not maintained in good repair, faucet leaking at slop sink

**New Gym**

**2nd Floor**

*Staff Bathroom*

105 CMR 451.126 Hot Water: Hot water temperature recorded at 780F at sink # 1

**1st Floor**

*Gym*

No Violations Noted

*Inmate Bathroom*

105 CMR 451.124\* Water Supply: Insufficient hot water supply in quantity and pressure at handwash sink

105 CMR 451.123 Maintenance: Ceiling vent dusty

*Male Staff Bathroom*

No Violations Noted

*Janitor’s Closet*

105 CMR 451.130\* Plumbing: Plumbing not maintained in good repair, drain cover not secured to slop sink

105 CMR 451.353\* Interior Maintenance: Wet mop stored in bucket

*Canteen Storage*

Unable to Inspect – Locked

*C.O.’s Office*

105 CMR 451.200 Food Storage, Preparation and Service: Food preparation not in compliance with   
105 CMR 590.000, interior of microwave oven dirty

**Basement**

*Office*

No Violations Noted

*Optical Area*

No Violations Noted

*Inmate Bathroom*

No Violations Noted

*Staff Bathroom*

No Violations Noted

*Janitor’s Closet*

No Violations Noted

*Room # B-12*

No Violations Noted

*Room # B-14*

No Violations Noted

*Tool Area # B-21*

105 CMR 451.353 Interior Maintenance: Unlabeled chemical bottle

*Mechanical Room*

105 CMR 451.331\* Radiators and Heating Pipes: Pipes not properly insulated

105 CMR 451.353\* Interior Maintenance: Standing water observed on floor in back left corner of room

**A Building**

**2nd Floor**

*Officer’s Station*

No Violations Noted

*South Dorm*

105 CMR 451.320\* Cell Size: Inadequate floor space in sleeping area

*South Showers*

Unable to Inspect – In Use

*Day Room*

No Violations Noted

*Slop Sink Room*

105 CMR 451.130\* Plumbing: Plumbing not maintained in good repair, sink not secure to wall

*Tool Room # 212*

No Violations Noted

*Bathroom/Mop Room # 210*

No Violations Noted

*Staff Bathroom # 211*

No Violations Noted

*West Dorm*

105 CMR 451.320\* Cell Size: Inadequate floor space in sleeping area

105 CMR 451.353 Interior Maintenance: Ceiling light not working

*North Dorm*

105 CMR 451.320\* Cell Size: Inadequate floor space in sleeping area

105 CMR 451.353 Interior Maintenance: Ceiling light not working

*North Showers*

Unable to Inspect – In Use

**1st Floor**

*Officer’s Area*

105 CMR 451.200 Food Storage, Preparation and Service: Food storage not in compliance with   
105 CMR 590.000, no functional thermometer in refrigerator

105 CMR 451.200 Food Storage, Preparation and Service: Food storage not in compliance with   
105 CMR 590.000, utensils not stored in the inverted position

*Sergeant’s Office*

105 CMR 451.200 Food Storage, Preparation and Service: Food preparation not in compliance with   
105 CMR 590.000, interior of microwave oven dirty

*South Dorm*

105 CMR 451.320\* Cell Size: Inadequate floor space in sleeping area

105 CMR 451.353 Interior Maintenance: Ceiling light not working

*South Shower*

105 CMR 451.123\* Maintenance: Wall epoxy damaged in shower

105 CMR 451.123\* Maintenance: Black substance observed on ceiling in shower

105 CMR 451.123 Maintenance: Black substance observed on walls in shower

105 CMR 451.123\* Maintenance: Ceiling light rusted

105 CMR 451.130 Plumbing: Plumbing not maintained in good repair, no hot or cold water at sink # 3

105 CMR 451.123 Maintenance: Ceiling vent dusty

*Day Room*

No Violations Noted

*Slop Sink Closet # 110*

105 CMR 451.353\* Interior Maintenance: Floor tiles damaged in area outside of slop sink closet

105 CMR 451.130 Plumbing: Plumbing not maintained in good repair, drain cover not secured to slop sink

105 CMR 451.130 Plumbing: Plumbing not maintained in good repair, sink not secure to wall

*Mop Closet # 111*

105 CMR 451.353 Interior Maintenance: Wet mop stored in bucket

*Staff Bathroom # 112*

No Violations Noted

*Tool Room # 113*

No Violations Noted

*North Dorm*

105 CMR 451.320\* Cell Size: Inadequate floor space in sleeping area

*North Showers*

Unable to Inspect – In Use

**Basement (unoccupied)**

105 CMR 451.353\* Interior Maintenance: Floor paint damaged

*Staff Bathroom # 1*

No Violations Noted

*Staff Bathroom # 2*

No Violations Noted

**B Building**

**1st Floor**

*Officer’s Area*

No Violations Noted

*Day Room*

No Violations Noted

*Staff Bathroom*

No Violations Noted

*Slop Sink Closet # 110*

105 CMR 451.130\* Plumbing: Plumbing not maintained in good repair, sink faucet not secured to wall

105 CMR 451.130\* Plumbing: Plumbing not maintained in good repair, drain cover missing

*Tool Room # 113*

105 CMR 451.353 Interior Maintenance: Unlabeled chemical bottle

*Old Bathroom # 112*

No Violations Noted

*South Dorm*

105 CMR 451.320\* Cell Size: Inadequate floor space in sleeping area

*South Showers*

105 CMR 451.123 Maintenance: Tiles damaged on wall of group shower

105 CMR 451.123 Maintenance: Tiles damaged on floor of group shower

**2nd Floor**

*Officer’s Area*

105 CMR 451.200 Food Storage, Preparation and Service: Food storage not in compliance with   
105 CMR 590.000, no functional thermometer in refrigerator

105 CMR 451.200 Food Storage, Preparation and Service: Food storage not in compliance with   
105 CMR 590.000, cleaning chemicals stored with food in storage cabinet

105 CMR 451.200 Food Storage, Preparation and Service: Food storage not in compliance with   
105 CMR 590.000, refrigerator temperature recorded at 480F

*Slop Sink Room # 210*

105 CMR 451.350\* Structural Maintenance: Wall damaged around faucet

*Staff Bathroom # 211*

No Violations Noted

*Buffer Room # 213*

No Violations Noted

*Slop Sink Closet # 212*

105 CMR 451.353 Interior Maintenance: Unlabeled chemical bottle

*Day Room*

105 CMR 451.353 Interior Maintenance: Unlabeled chemical bottle

*East Dorm*

105 CMR 451.320\* Cell Size: Inadequate floor space in sleeping area

*South Dorm*

105 CMR 451.320\* Cell Size: Inadequate floor space in sleeping area

*South Bathroom*

105 CMR 451.123\* Maintenance: Wall ventilation fan dusty

105 CMR 451.130 Plumbing: Plumbing not maintained in good repair, water runs continuously in sink # 1-3

105 CMR 451.123\* Maintenance: Sink basin damaged at sink # 1-3

105 CMR 451.123\* Maintenance: Support beam underneath sink damaged

105 CMR 451.123\* Maintenance: Ceiling paint damaged in shower

*North Dorm*

105 CMR 451.320\* Cell Size: Inadequate floor space in sleeping area

105 CMR 451.140 Adequate Ventilation: Inadequate ventilation, ceiling vents blocked

*North Bathroom*

No Violations Noted

**Basement**

*Library*

No Violations Noted

*Inmate Bathroom*

105 CMR 451.130 Plumbing: Plumbing not maintained in good repair, handwash sink not draining

*Mop Closet*

105 CMR 451.353 Interior Maintenance: Wet mop stored in bucket

*Staff Bathroom*

No Violations Noted

**B.S.M.U. (unoccupied)**

*Control*

105 CMR 451.200\* Food Storage, Preparation and Service: Storage of food not in compliance with   
105 CMR 590.000, refrigerator temperature recorded at 540F

105 CMR 451.200\* Food Storage, Preparation and Service: Storage of food not in compliance with   
105 CMR 590.000, refrigerator shelf damaged

*Staff Bathroom*

No Violations Noted

*Cells*

105 CMR 451.117 Toilet Fixtures: Toilet fixtures rusted in cell # 1, 5, 7, 8, 9, 11, and 12

105 CMR 451.117\* Toilet Fixtures: Toilet fixtures rusted in cell # 2, 3, 4, 6, and 10

*Showers*

105 CMR 451.130\* Plumbing: Plumbing not maintained in good repair, left shower out-of-order

*Day Room*

Unable to Inspect – Locked

*Triage Room*

Unable to Inspect – Locked

**Weight Room Building**

No Violations Noted

*Bathroom*

105 CMR 451.123\* Maintenance: Floor damaged around toilet

**Laurel Building**

**Basement**

No Violations Noted

*Medication Room*

Unable to Inspect – Locked

**1st Floor**

*Offices*

105 CMR 451.200 Food Storage, Preparation and Service: Storage of food not in compliance with   
105 CMR 590.000, refrigerator temperature recorded at 460F

*Maintenance Closet*

No Violations Noted

*Staff Bathroom # 109*

No Violations Noted

*Hallway*

105 CMR 451.350 Structural Maintenance: Floor tiles damaged

*Bathroom*

No Violations Noted

**2nd and 3rd Floor**

Did Not Inspect – Decommissioned

**Juniper Building**

**1st Floor**

*Lock Shop*

No Violations Noted

*Bathroom*

No Violations Noted

*Office and Storage*

No Violations Noted

**2nd Floor**

*Tool Control*

No Violations Noted

*Armory Office*

No Violations Noted

**Locust Building**

**3rd Floor**

*Bathroom*

105 CMR 451.123\* Maintenance: Floor damaged in shower # 1 and 2

105 CMR 451.123 Maintenance: Wet mop stored in bucket

*Room # 301*

105 CMR 451.103 Mattresses: Mattress damaged

*Room # 302*

105 CMR 451.103\* Mattresses: Mattress damaged

*Room # 303*

105 CMR 451.103 Mattresses: Mattress damaged

**2nd Floor**

*Stairway*

No Violations Noted

*Bathroom*

105 CMR 451.130\* Plumbing: Plumbing not maintained in good repair, shower # 1 out-of-order

105 CMR 451.123\* Maintenance: Floor damaged in shower # 2 and 3

105 CMR 451.123\* Maintenance: Wall damaged in shower # 3

105 CMR 451.123\* Maintenance: Unlabeled chemical bottle

105 CMR 451.123 Maintenance: Electrical outlet cover missing above sink # 3

*Room # 201*

105 CMR 451.103 Mattresses: Mattress damaged

*Room # 202*

105 CMR 451.103 Mattresses: Mattress damaged

*Room # 203*

No Violations Noted

*Room # 204*

No Violations Noted

*Room # 205*

No Violations Noted

*Room # 206*

No Violations Noted

**1st Floor**

*Office*

No Violations Noted

*Medical Office*

105 CMR 451.353 Interior Maintenance: Unlabeled chemical bottle

*Staff Bathroom*

105 CMR 451.123\* Maintenance: Wall damaged behind sink

*Day Room*

105 CMR 451.353\* Interior Maintenance: Baseboard not secured to wall near vending machines

105 CMR 451.353\* Interior Maintenance: Floor tiles damaged

*Mop Closet*

105 CMR 451.353 Interior Maintenance: Wet mop stored in bucket

*Bathroom*

105 CMR 451.123\* Maintenance: Light shield damaged

105 CMR 451.123\* Maintenance: Hole in wall near handwash sink faucet

**Kitchen**

*Main Area*

FC 3-302.12\* Preventing Food and Ingredient Contamination: Unlabeled spice containers

FC 6-201.11\* Design, Construction and Installation: Floor not easily cleanable, unfinished wood exposed on floor to the right of handwash sink

FC 4-501.11(B) Maintenance and Operation, Equipment: Equipment components not maintained in a state of good repair, door gasket damaged on Traulsen cooler

FC 4-601.11(c) Cleaning of Equipment and Utensils, Objective: Non-food contact surface dirty, mold observed on door gasket of salad serving refrigeration unit

FC 6-202.15(A)(3) Design, Construction, and Installation; Functionality: Outer door not weather and   
vermin tight

*Dry Storage*

FC 3-305.11(A)(3) Preventing Contamination from Premises: Food stored in an inappropriate location, food stored less than 6 inches from the floor

*Mop Closet*

FC 6-501.16 Maintenance and Operation; Cleaning: Wet mop stored in bucket

**Basement**

*Ice Machine*

No Violations Noted

*Laundry Area*

105 CMR 451.353\* Interior Maintenance: Wet mop stored in bucket behind dryer

*Storage Area*

No Violations Noted

**Assembly Building**

*Entrance*

No Violations Noted

*Auditorium*

105 CMR 451.200\* Food Storage, Preparation and Service: Storage of food not in compliance with   
105 CMR 590.000, disposable utensils left uncovered

*Female Bathroom*

No Violations Noted

*Male Bathroom*

No Violations Noted

**Basement**

105 CMR 451.350\* Structural Maintenance: Door not rodent and weathertight

*Bathroom*

No Violations Noted

*Mail Room*

105 CMR 451.353\* Interior Maintenance: Wet mop stored in bucket

*Mail Room Bathroom*

105 CMR 451.123\* Maintenance: Floor in front of urinal damaged

*Weight Room*

105 CMR 451.353\* Interior Maintenance: Weight bench padding damaged

**Store House**

**2nd Floor**

No Violations Noted

**1st Floor**

*Inmate Bathroom*

105 CMR 451.126 Hot Water: Hot water temperature recorded at 800F

105 CMR 451.130\* Plumbing: Plumbing not maintained in good repair, urinal out-of-order

105 CMR 451.123\* Maintenance: Floor paint damaged

*Receiving Area*

105 CMR 451.350\* Structural Maintenance: Door not rodent and weathertight

105 CMR 451.350\* Structural Maintenance: Loading dock damaged

*Cooler # 1*

No Violations Noted

*Cooler # 2*

FC 6-501.12(A) Maintenance and Operation; Cleaning: Facility not cleaned properly, floor dirty

FC 6-501.111(B) Maintenance and Operations; Pest Control: Rodent droppings observed in cooler

*Cooler # 3 (used for empty can storage)*

No Violations Noted

*Dry Storage*

FC 6-201.11\* Design, Construction and Installation: Floor not easily cleanable, floor paint damaged

FC 6-201.16(A)\* Design, Construction, and Installation; Cleanability: Ceiling covering not easily cleanable, ceiling damaged

FC 6-201.16(A)\* Design, Construction, and Installation; Cleanability: Wall covering not easily cleanable, wall paint damaged

*Freezer # 1*

No Violations Noted

*Freezer # 2*

FC 6-501.12(A) Maintenance and Operation; Cleaning: Facility not cleaned properly, floor dirty

FC 6-501.12(A) Maintenance and Operation; Cleaning: Facility not cleaned properly, excessive ice   
 build-up on cooler fan

*Freezer # 3*

FC 6-501.12(A) Maintenance and Operation; Cleaning: Facility not cleaned properly, floor dirty

*Culinary Freezer*

No Violations Noted

*Staff Bathroom*

105 CMR 451.126\* Hot Water: Hot water temperature recorded at 780F

**Basement**

105 CMR 451.350\* Structural Maintenance: Ceiling damaged

105 CMR 451.350\* Structural Maintenance: Floor damaged

*Bathroom*

105 CMR 451.130 Plumbing: Plumbing not maintained in good repair, no hot or cold water at   
 handwash sink

**Carpenter Shop**

*Bathroom*

105 CMR 451.123 Maintenance: Trim ring missing from recessed ceiling light fixture

*Break Area*

No Violations Noted

**2nd Floor**

*Staff Gym*

No Violations Noted

*Male Bathroom*

No Violations Noted

*Female Bathroom*

No Violations Noted

*Male Shower*

105 CMR 451.130 Plumbing: Plumbing not maintained in good repair, shower # 1 out-of-order

*Female Shower*

No Violations Noted

**Power Plant**

*Back Room/Chemical Storage*

No Violations Noted

*Bathroom*

105 CMR 451.126 Hot Water: Hot water temperature recorded at 770F

*Water Sampling Sink (outside bathroom)*

No Violations Noted

*Break Room*

No Violations Noted

*Generator Room*

105 CMR 451.130\* Plumbing: No backflow preventer on slop sink

**Garage**

No Violations Noted

*Inmate Bathroom*

105 CMR 451.123\* Maintenance: Floor dirty

*Staff Bathroom*

105 CMR 451.123\* Maintenance: Floor dirty

*Shower*

No Violations Noted

**“Pig” Cooler**

FC 6-501.12(A)\* Maintenance and Operation; Cleaning: Facility not cleaned properly, mold observed throughout area

**Tower # 1**

105 CMR 451.353\* Interior Maintenance: Counter top damaged

105 CMR 451.353\* Interior Maintenance: Baseboard heater damaged

**Tower # 5**

105 CMR 451.353\* Interior Maintenance: Counter top damaged

105 CMR 451.126 Hot Water: Hot water temperature recorded at 1380F

105 CMR 451.200 Food Storage, Preparation and Service: Food storage not in compliance with   
105 CMR 590.000, no functional thermometer in refrigerator

**Post # 6**

Did Not Inspect – Decommissioned

**Vehicle Trap Tower**

**1st Floor**

No Violations Noted

*Bathroom*

No Violations Noted

**2nd Floor**

No Violations Noted

*Bathroom*

105 CMR 451.123\* Maintenance: Floor tiles damaged

105 CMR 451.123 Maintenance: Sink basin cracked

**3rd Floor**

105 CMR 451.350\* Structural Maintenance: Window damaged

105 CMR 451.353\* Interior Maintenance: Floor tiles damaged

105 CMR 451.353\* Interior Maintenance: Counter top damaged

**Vehicle Trap Gate House**

No Violations Noted

**Observations and Recommendations**

1. The inmate population was 942 at the time of inspection.
2. The kitchen exhaust system was not in compliance with the provisions for inspecting, cleaning and labeling required by 527 CMR 11.00 Commercial Cooking Operations.
3. At the time of the inspection the Behavioral Special Management Unit (B.S.M.U.) was unoccupied.
4. During the inspection of the Store House:
   1. There were several pallets and ventilation materials stored inside the dry storage area. The Department recommends using this space exclusively for food or maintenance storage; and
   2. Several pallets of food items were discovered stored amongst non-food items. The Department recommends keeping food items stored together in a designated area.

This facility does not comply with the Department’s Regulations cited above. In accordance with 105 CMR 451.404, please submit a plan of correction within 10 working days of receipt of this notice, indicating the specific corrective steps to be taken, a timetable for such steps, and the date by which correction will be achieved. The plan should be signed by the Superintendent or Administrator and submitted to my attention, at the address listed above.

To review the specific regulatory requirements please visit our website at [www.mass.gov/dph/dcs](http://www.mass.gov/dph/dcs) and click on "Correctional Facilities" (available in both PDF and RTF formats).

To review the Food Establishment regulations please visit the Food Protection website at [www.mass.gov/dph/fpp](http://www.mass.gov/dph/fpp) and click on “Food Protection Regulations”. Then under “Retail” click “105 CMR 590.000 - State Sanitary Code Chapter X – Minimum Sanitation Standards for Food Establishments” and “[1999 Food Code](http://www.cfsan.fda.gov/~dms/fc99-toc.html)”.

To review the Labeling regulations please visit the Food Protection website at [www.mass.gov/dph/fpp](http://www.mass.gov/dph/fpp) and click on “Food Protection Regulations”. Then under “General Food Regulations” click “105 CMR 520.000: Labeling.”

This inspection report is signed and certified under the pains and penalties of perjury.

Sincerely,

Scott Koczela

Environmental Analyst, CSP, BEH

cc: Jan Sullivan, Acting Director, BEH

Steven Hughes, Director, CSP, BEH

Timothy Miley, Director of Government Affairs

Marylou Sudders, Secretary, Executive Office of Health and Human Services

Thomas Turco, Commissioner, DOC

Sergeant Michael Landry, EHSO

Paul Trainque, EHSO

Jennifer Susen-Roy, Health Director, Gardner Health Department

Clerk, Massachusetts House of Representatives

Clerk, Massachusetts Senate

Daniel Bennett, Secretary, EOPSS

Jennifer Gaffney, Director, Policy Development and Compliance Unit