Bureau of the State House

STATE HOUSE

EMERGENCY PROCEDURES

Occupant Section

October 2012

ABOUT THIS PLAN

This Emergency Response Plan is for use by all the occupants of the Massachusetts State House. 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. This Occupant Section of the Emergency Response Plan is available online at Mass.Gov on the Bureau of the State House web page.

IMPORTANT:

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

- **Go immediately to the table of contents,**
- **Locate that emergency (bold red lettering) section, and**
- **Follow the procedures for that emergency.**

Massachusetts State house

Emergency Procedures: Occupant Section

Table of Contents

I.	EMERGENCY EVACUATION PLAN	Page 4
II.	REPORTING	Page 5
III.	EMERGENCY RESPONSE PROCEDURES	Page 7
	A. General	Page 7
	B. Emergency Situations	
	• FIRE	Page 8
	• MEDICAL EMERGENCY	Page 9
	• BOMB THREAT	Page 10
	• HAZARDOUS MATERIAL	Page 12
	• ODOR OF SMOKE/BURNING	Page 13
	• Other Emergencies	Page 13
IV.	EMERGENCY TEAMS	Page 14
V.	BUILDING INFORMATION	Page 16
	A. General Description	Page 16
	B. Miscellaneous Information.	Page 17
	C. Visitor and Function Information	Page 18
	D. Posting for Conference Rooms	Page 19

I. EMERGENCY EVACUATION 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 the DCR Rangers and the Control Center that an emergency situation exists, automatically summons the Boston 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, BSH, DCAMM personnel, the Massachusetts State Police, the DCR Rangers 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 a full or partial evacuation has been ordered, the same evacuation procedure used during a fire emergency should be followed.

All 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 Boston Fire Department gives permission to do so.

II. REPORTING

A. GENERAL

The proper reporting of any emergency situation is crucial in assuring the proper response of emergency personnel. Since there are many 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 insure that all emergency response agencies, emergency teams, and building occupants are immediately notified of an emergency. Pull stations are located at key points throughout the State House. Become familiar with their locations.

OR

2. **Call the DCR Rangers at 617-722-1188**. Give the Ranger desk the following information: floor, room number (if available) tenant, and fire or smoke location if known.

OR

3a. **Call 911**. Give the operator the following information: address, floor, tenant, and location of fire or smoke if known.

AND

3b. **Immediately call the DCR Rangers**, inform them that a 911call has been placed, and supply them with the same information given to the 911 operators.

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**
DCR Rangers (24 hour)	**617-722-1188**
Massachusetts State Police	**617-727-2917**
Boston EMS	**911**
Boston Fire Department	**911**
Boston Police Department	**911**

II. REPORTING (continued)

For posting in tenant areas:

EMERGENCY NUMBERS

911

617-722-1188 Rangers

617-727-2917 State Police

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 911**
- **CALL THE DCR RANGERS AT: 617-722-1188**
- **OR CALL THE STATE POLICE AT: 617-727-2917**
- **AND 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 911 you **MUST also notify the DCR Rangers at 617-722-1188** and advise them of the nature and location of the emergency AND that Emergency Medical Services have been summoned via a call to 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 State House will always require the evacuation of the entire building. Most other emergencies will **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 or 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.
3. **Listen to Emergency Announcements** and follow directions.

Pull stations are located at key points and are the fastest and most direct option to insure 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 the DCR Rangers at **617-722-1188**. Give the Rangers the following information: floor, room number (if available) tenant, and fire or smoke location if known.

OR

Call the State Police at **617-727-2917.** Give the MSP the following information: floor, room number (if available) tenant, and fire or smoke location if known.

OR

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

THEN

Immediately call the DCR Rangers and inform them that a 911 call has been placed and supply the Rangers with the same information given to the 911 operators.

Additional Fire Response Considerations:

- **Physically challenged or mobility-impaired personnel should report to the freight elevator lobby** on each floor for evacuation to the Ashburton Park entrance, (B) 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 return to an evacuated floor or building except as directed by Fire Department personnel.

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

B. EMERGENCY SITUATIONS (continued)

IN CASE OF MEDICAL EMERGENCY

1. Call the DCR Rangers at **617-722-1188**. Give the Rangers the following information: floor, room number (if available), tenant, type of medical emergency if known.

OR

2. Call the State Police at **617-727-2917**. Give the MSP the following information: floor, room number (if available), tenant, and type of emergency.

OR

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

THEN

Immediately call the DCR Rangers and inform them that a 911 call has been placed and supply the Rangers with the same information given to the 911 operators.

Additional Medical Emergency Response Considerations

- Once notified, the Rangers will contact BSH, DCAMM and personnel will immediately take control of the freight 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.

B. EMERGENCY SITUATIONS (continued)

IN CASE OF BOMB THREAT

1. **Report the threat immediately** to the State Police at **617-727-2917.**
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 the DCR Rangers at **617-722-1188**. Give the Rangers the following information: floor, room number (if available) tenant, and location of device if known.

OR

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

THEN

Immediately call the Rangers and inform them that a 911 call has been placed and supply the Rangers with the same information given to the 911 operators.

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 Control Center 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.
- Bureau of the State House procedures comply with, and are based upon, State Police General Order SOC-02 6/23/97. 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.

***CALL the* State Police *at* 727-2917**

B. EMERGENCY SITUATIONS AND PROCEDURES (continued)

Massachusetts State Police Bomb Threat Data Form
State Police –Beacon Hill—727-2917

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**

_____
_____

B. EMERGENCY SITUATIONS AND PROCEDURES (continued)

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:

Call the DCR Rangers at **617-722-1188**. Give the Control Center the following information: floor, room number (if available), tenant, and location of suspicious material, if known.

OR

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

THEN

Immediately call the Rangers and inform them that a 911 call has been placed and supply the Rangers with the same information given to the 911 operators.

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.

B. EMERGENCY SITUATIONS AND PROCEDURES (continued)

IN CASE OF FAINT ODOR OF SMOKE OR BURNING

1. 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 the DCR Rangers at **617-722-1188**. Give the Control Center the following information: floor, room number (if available), tenant, and location of suspicious material, if known.

OR

Call **911**. Give the operator the following information: address, floor, tenant, and location of suspicious material, if known. Be sure to also call the Rangers at **617-722-1188.**

OTHER EMERGENCIES

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

Call the State Police at **617-727-2917**

OR

Call the DCR Rangers at **617-722-1188**.

IV. EMERGENCY TEAM MEMBER DUTIES

A. GENERAL

Duties of the Emergency Team Members are outlined on the following pages. Please make note that since the Occupant Emergency Team is made up of volunteers, the effectiveness of this, or any, emergency plan depends upon the support and participation of all tenant agencies and the cooperation of all personnel involved.

B. OCCUPANT EMERGENCY TEAMS

The Occupant Emergency Teams (OET) are responsible for the initiating and directing emergency procedures in their assigned areas and maintaining contact with the Command Center Team. The OET consists of the following positions:

Emergency Team Leader (ETL):

- Insures that occupants are aware of emergency procedures.
- Maintains a complete and accurate record of areas of responsibility and relevant data to include personnel on team, special safety or medical requirements, a list of emergency personnel in the area, and a current copy of the Occupant Emergency Plan.
- Keeps occupants of floor informed during any emergencies. Advise occupants of any sudden changes in the evacuation procedures. (Keep in mind Murphy's Law.)
- Directs the orderly flow of personnel during an emergency or drill in accordance with established emergency plans.
- Makes floor clearance/accountability report to the Command Center upon evacuation.
- Appoints an Assistant ETL, a Disabled Persons Monitor, an Area/Room Monitor, and a Stairway Monitor as well as alternates for these positions.

Assistant Emergency Team Leader:

- Serves as the Emergency Team Leader (ETL) in his/her absence.
- Assists in the orderly evacuation of occupants in the event of an emergency or drill.
- Informs co-workers of emergency procedures.
- Assists other team members as necessary.

Disabled Persons Monitor:

- Assists the disabled and mobility-impaired to the freight elevator lobby in preparation for evacuation. Escorts out of the building and/or to a safe area as directed.
- Maintains an accurate and complete roster of disabled personnel including name, phone number, and nature of disability.
- Knows the location of all disabled persons and facilitates their evacuation in an emergency or drill.

IV. EMERGENCY TEAM MEMBER DUTIES (continued)

Disabled Persons Monitor (continued)

.

- Confirms the safe condition of all disabled persons to the ETL at the conclusion of the emergency.

Area/Room Monitor:

- Facilitates an efficient and complete evacuation of an assigned area.
- Ensures that area occupants have been advised of evacuation routes.
- Reports to the Emergency Team Leader when the area is cleared and the status of the evacuation of any disabled persons.
- Inspects all area offices, conference rooms, training rooms, computer rooms, bathrooms, etc. to ensure complete evacuation.
- Is last to exit, closes but does not lock, all doors.
- Assists the Disabled Persons Monitor and/or the Stairway Monitor as required.

Stairway Monitor:

- Determines if the stairway is safe to be used for evacuation. Checks for any signs of smoke or heat.
- Closes elevator lobby and or smoke doors, if necessary.
- Maintains an orderly flow of traffic in, and to, the stairwells. Does not allow individuals to loiter, carry large/obstructing objects into the stairwells, travel against the flow of traffic or reenter evacuated areas.
- Helps keep stairwell open for left side passage of emergency responders and/or identified BSH Command Center Team members.
- Reports stairway clear to Emergency Team Leader.

V. BUILDING INFORMATION

A. GENERAL DESCRIPTION

Building Name:	**Massachusetts State House**
Address:	**24 Beacon Street Boston, MA 02133**
Year building completed:	**Bulfinch—1798; Final construction—1917**
Number of floors:	**7**
Garage levels:	**3**
Occupied floors:	**7**
Mechanical floors:	**Attic and sub-basement**
Fire alarm system & signals:	**Yes—entire building**
Automatic sprinkler system:	**Yes—partial**
Voice communication system:	**Emergency phones in all elevators. Public announcement system throughout the building.**
Smoke detection system:	**Yes—elevator lobbies and ducts.**
Standpipe system:	**Yes—Entire building.**
Fire pump:	**Yes**
Emergency power:	**Yes—diesel generator**
Elevators:	**15.**
Elevator capture and recall:	**Yes—Automatic capture to the lobby level.**

The State House is a 7 storied, Type 3 building of ordinary construction. Its original dimensions are: front 173 feet, depth 61 feet, and height 100 feet.

Additions to the State House were made in 1831, 1856, 1895, and 1917. There are 5 stories above grade and 2 levels below grade.

The State House is equipped with fifteen elevators—fourteen passenger and one freight elevator. In the event of smoke alarm activation in a specific elevator lobby, that bank of elevators is automatically recalled to the first floor.

V. BUILDING INFORMATION (continued)

B. MISCELLANEOUS INFORMATION

- **The Control Center** is located at the McCormack Building, lobby level Room 101 and manned a 24 hours a day. **(617-727-1000)**

- The **DCR Rangers** maintain a 24-hour presence at the State House and the office is located in Room 5 in the sub-basement, East Annex. **(617-722-1188)**

- The **Director of Security** for BSH/DCAMM is located in Room 1 in the State House, sub-basement, East Annex. **(617-727-4100)**

- The **Massachusetts State Police** maintains a daytime presence in the lobby of One Ashburton and at varying locations in the State House. **(617-727-2917)**

V. BUILDING INFORMATION (continued)

C. VISITOR AND FUNCTION INFORMATION

- **In the event of a function in the Great Hall the preferred evacuation route would be to evacuate the hall, descend the Grand Staircase to floor 1, and exit the State House to Mount Vernon Street.**

- **Handicapped and mobility-impaired individuals should proceed to the freight elevator lobby located down the East Annex Hallway for evacuation to the Ashburton Park level.**

- **In the event of meetings being held in any Hearing Room, occupants are to evacuate through the Ashburton Park exit.**

- **In the event of a meeting or function in Gardner Auditorium, occupants are to evacuate via the Bowdoin Street exit.**

- **The evacuation of the House and Senate when in session will be the responsibility of the Court Officers.**
    - **If the House of Representatives is in session, all members are to evacuate down the Grand Staircase two levels and exit to Mount Vernon Street.**
    - **If the Senate is in session, all members are to evacuate one level down and exit via the doors in Doric Hall to the front lawn.**

- **The evacuation of the Governor and Lieutenant Governor will be the responsibility of the on-duty officer of the Massachusetts State Police.**

V. BUILDING INFORMATION (continued)

CONFERENCE ROOM POSTING

For posting in conference rooms:

EMERGENCY NUMBERS

617-722-1188 DCR Rangers

617-727-2917 State Police

911

IN CASE OF FIRE: **GO TO THE NEAREST PULL STATION.**
PULL THE LEVER DOWN COMPLETELY.
BEGIN EVACUATION.

- **Listen carefully to the instructions given via the public address system.**
- **All physically challenged or mobility impaired personnel should report to the freight elevator lobby on each floor for evacuation to the Ashburton Park, (B) Level unless otherwise instructed.**
- **If you are instructed to evacuate the building, leave by the nearest exit, walk to the nearest stairwell, and exit the building**

FOR ANY OTHER EMERGENCY:

CALL THE RANGERS AT 617-722-1188 AND ADVISE THEM OF THE EMERGENCY IMMEDIATELY.

FOLLOW EMERGENCY PROTOCOL APPROPRIATE TO THE EMERGENCY.

NOTE: **If it is a *medical* emergency AND** 911 **has been notified, you MUST notify the DCR Rangers at** 617-722-1188 **and advise them of the emergency and that Emergency Medical Services have been summoned via a call to** 911