**OFFICE OPERATIONS**
*(as of 10.29.2015)*

**WORK ORDERS FOR MAINTENANCE SERVICE:**

To receive immediate attention for operational issues such as; heating & cooling, light bulb replacement, to report an odor, safety hazard or water leak, etc.

- Email kmedeiros@umassp.edu or call Kim at 617-287-7017 and a work order will be entered into the system.
- Please provide your name, location including floor and extension and details of issue

**MAIL AND COURIER SERVICE:**

**USPS:** The United States Postal Service incoming mail is on the SL Level. Take the freight to SL and walk down the hallway and it’s on the left, there are 2 mailboxes there for outgoing mail.Incoming mail can be picked up between 11 am and 12 pm. Do not use the mail chutes in the hallway areas for outgoing mail since they are unreliable. Please note in the winter months the post office has major delays, but the management company will keep us updated about any delays in service.

**UPS/DHL/FedEx:** Delivery of these items is made daily to each floor.

**UMass Courier Schedule:**

<table>
<thead>
<tr>
<th>Location</th>
<th>Pickup / Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hadley: 100 Venture Way</td>
<td>8:00am</td>
</tr>
<tr>
<td>Amherst: Goodell Building</td>
<td>8:30am</td>
</tr>
<tr>
<td>Amherst: Whitmore Building</td>
<td>8:45am</td>
</tr>
<tr>
<td>Worcester: Medical School</td>
<td>10:00am</td>
</tr>
<tr>
<td>Shrewsbury: 333 South Street</td>
<td>10:45am</td>
</tr>
<tr>
<td>Lowell: South</td>
<td>11:30am</td>
</tr>
<tr>
<td>Lowell: North</td>
<td>12:00pm</td>
</tr>
<tr>
<td>Boston: President’s Office - 225 Franklin Street</td>
<td>12:45pm</td>
</tr>
<tr>
<td>Dorchester</td>
<td>1:15pm</td>
</tr>
<tr>
<td>Dartmouth</td>
<td>3:00pm</td>
</tr>
</tbody>
</table>

**Please Note:** There is one daily pickup and delivery
- The service level is next day delivery. However, all west-to-east deliveries will be same day
- AP and payroll check/advice deliveries will be same day and will be conveyed via bills of lading
- There are extra fees related to box pickups beyond the first three boxes and on-demand special deliveries

**Drop Off locations for USPS/UPS/DHL/FedEx Packages:**

**US Outgoing Mailbox:** The United States Postal Service incoming mail is on the SL Level. Take the freight to SL and walk down the hallway and it’s on the left, there are 2 mailboxes there for outgoing mail. Do not use the mail chutes in the hallway areas for outgoing mail since they are unreliable. You can also find access to several mailboxes located outside the building area and the post office a few blocks away. Please make sure your items have postage.

**UPS/FedEx/DHL Drop Box:** is located on the Tremont Level *(Concourse Level)*, near the restrooms – across from the shoe shine station.
RESERVING CONFERENCE ROOMS, LCD PROJECTOR AND HOTEL SPACE:

Conference Rooms can be reserved by using the Microsoft Outlook calendar. Please remember to reserve space in advance for use at One Beacon Street, Boston. Space is limited and therefore you must reserve space prior to showing up at the office looking for conference rooms. Reservations will only be accepted through Outlook calendar requests. To reserve space – in Outlook, open a new appointment, set the time, day, attendees, etc.; in the notes, please describe the purpose, how many people and any other pertinent information.

Resource.Bcn.KnappRoom (31st Floor) (seats 16 around table)
Resource.Bcn.WoodRoom (31st Floor) (seats 10 around table)
Resource.Bcn.BeaconRoom (31st Floor) (seats 10 around table)
Resource.Bcn.ExecutiveRoom (31st Floor) (seats 10 around table)
Resource.Bcn.FoundationRoom (32nd Floor) (seats 12 around table)
Resource.Bcn.LCDProjector12 (31st Floor)

EQUIPMENT AND TECHNICAL SUPPORT:

Julie Kenny can assist with Technical support as needed. Please notify her in advance if you require help with setting up equipment and supply any pertinent details in advance. Julie can be reached at jkenny@umassp.edu or 617-287-4062. If Julie is not available you can contact the UITS help desk at 774-455-7777 or send an email to helpdesk@umassp.edu.

VISITORS:

All visitors must be pre-registered in the online building visitor system. Please check w/your department admin who should have access to add visitors to the system. Visitors will need to show a form of photo ID at the security/front desk in the lobby to obtain their pass to get thru the elevator turnstile and go to the designated floor for their meeting.

ONE BEACON STREET GARAGE:

Contact: Stan Benson, Sbenson@lazparking.com, 617-646-7237

Parking - The parking garage rates are currently as follows, which applies to every guest or tenant in the building:

<table>
<thead>
<tr>
<th>Duration</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 to 20 minutes</td>
<td>$8</td>
</tr>
<tr>
<td>20 to 40 minutes</td>
<td>$18</td>
</tr>
<tr>
<td>40 to 60 minutes</td>
<td>$27</td>
</tr>
<tr>
<td>60 to 80 minutes</td>
<td>$35</td>
</tr>
<tr>
<td>Over 80 minutes</td>
<td>$40</td>
</tr>
<tr>
<td>Early bird - before 9:00am</td>
<td>$30</td>
</tr>
<tr>
<td>After 5 pm weekdays</td>
<td>$10</td>
</tr>
<tr>
<td>Weekend rate</td>
<td>$10</td>
</tr>
</tbody>
</table>
UMASS PRESIDENT’S OFFICE INCLEMENT WEATHER GUIDELINES

I. Understanding of Inclement Weather

Inclement weather can cause transportation problems or locally hazardous conditions. Regionally, conditions can vary widely, with some localities experiencing more weather-related disruption than others. The University of Massachusetts President’s Office (UMPO) locations in Boston and Shrewsbury may change its operating status during and surrounding periods of inclement weather and severe conditions. At such times, the UMPO has a prescribed method of evaluation and communication of these changes to UMPO staff. UMSO Alerts, the UMPO emergency alert system, will be used to communicate office closures. The office remains open unless a notification is sent from UMSO Alerts. All staff should consult with his/her direct supervisor if they have questions about the status of the office. In addition, managers should be reasonably understanding and flexible regarding a staff member’s individual needs during inclement weather.

II. Purpose

The purpose of the Inclement Weather Guidelines is to provide clarification and guidance during inclement weather and severe conditions.

III. Scope

- Department Heads are responsible for ensuring essential functions are provided during inclement weather or severe conditions and for identifying and informing essential employees of their responsibilities.

- During inclement weather, the Senior Vice President for Administration & Finance and Treasurer and/or Executive Vice President and Chief Operating Officer will make a decision regarding the status of UMPO Boston and Shrewsbury Offices. Once a decision has been made to either close the office(s) or issue a delayed opening, a message will be sent out via UMSO Alerts, the UMPO emergency alert system. UMSO Alerts will send a message to all active UMPO e-mail accounts and text messages to users that entered their cellular phone information into the system. In addition, a message will be recorded on the Weather Hotline, 774-455-7669.

- It is at the discretion of the Senior Vice President for Administration & Finance and Treasurer, Executive Vice President and Chief Operating Officer, Department Head and/or Manager to request staff members to come in to the office or to work at an alternate location in the event of an important meeting or project.

- The status of the UMass campuses does not dictate the decision for UMPO offices.

- The University will always take into consideration advisories issued by state and local officials when determining office closures. There may be times when regional weather conditions will allow UMPO offices to stay open.

- Due to the geographical location of the UMPO Boston and Shrewsbury Offices, announcements may differ between locations.
**IV. For Managers**

Managers should review the Inclement Weather Guidelines with staff annually. Managers should be reasonably understanding and flexible regarding a staff member's individual needs during inclement weather, especially if the employee has a long commute to and from work. A staff member who believes that it is unsafe to travel, or who is faced with unexpected family care responsibilities (such as those created by local school closings), should use his or her judgment and remain at home if that is the most prudent action (for information on how to record time taken off during inclement weather, see the “Compensation” segment of the guidelines).

If inclement weather is predicted, the Manager should consult with his/her staff the day before to discuss potential telecommuting options. It is at the Manager’s discretion to allow a staff member the option to telecommute as long as the staff member abides by the University’s Telecommuting Program. If an employee’s job function does not allow them to telecommute and the office is open the employee must report to work; otherwise the employee must use accrued vacation, personal, or holiday compensatory time.

Please refer to your department’s business continuity plan for more details about your department’s essential functions.

**V. Compensation**

**All Day Closing:** Employees absent due to an authorized closing will be paid for such absence. If an employee is required to work during an all-day closing, delayed opening/partial closing, the employee will not receive additional compensation, such as pay or compensatory time off, as their function is deemed to be essential to UMPO operations.

**Delayed Opening/Partial Closing:** When inclement weather conditions result in authorized changes in the work schedule, such as a late opening or early closing, employees will be paid for such authorized absences.

**Closings on Employee’s Scheduled Day Off:** Employees on an approved scheduled vacation, sick or personal leave will be charged time regardless of the weather or the operating status of UMPO. Employees will not be credited with compensatory leave.

**Hourly Employees:** Hourly employees will only be compensated for actual hours worked.

**Office Open:** During inclement weather, unless UMPO excuses employees from work or delays the start of work, employees are expected to be available for work. Employees who choose not to come to work, come in late, or leave early due to personal travel conditions or family care responsibilities when the UMPO Office(s) is open shall use accrued vacation, personal or holiday compensatory time unless specifically authorized by their manager to telecommute that day.
## Boston Mileage

<table>
<thead>
<tr>
<th>Location</th>
<th>Designate</th>
<th>Mileage</th>
<th>One Way</th>
<th>Round Trip</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amherst</td>
<td>UMA</td>
<td>95</td>
<td>190</td>
<td></td>
</tr>
<tr>
<td>Boston - Campus</td>
<td>UMB</td>
<td>4</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Dartmouth</td>
<td>UMD</td>
<td>60</td>
<td>120</td>
<td></td>
</tr>
<tr>
<td>Hadley</td>
<td>UM-Hadley</td>
<td>105</td>
<td>210</td>
<td></td>
</tr>
<tr>
<td>Lowell</td>
<td>UML</td>
<td>33</td>
<td>66</td>
<td></td>
</tr>
<tr>
<td>Worcester</td>
<td>UMW</td>
<td>43</td>
<td>86</td>
<td></td>
</tr>
<tr>
<td>Shrewsbury</td>
<td>SHREW</td>
<td>40</td>
<td>80</td>
<td></td>
</tr>
<tr>
<td>Springfield Center</td>
<td>SPRING</td>
<td>90</td>
<td>180</td>
<td></td>
</tr>
<tr>
<td>Mass Green High Perf Comp Ctr</td>
<td>MGHPC – Holyoke</td>
<td>90</td>
<td>180</td>
<td></td>
</tr>
</tbody>
</table>

**NOTES:**
1) One way and round trip travel mileage between PO – One Beacon Street and other UM destinations
2) Average distance using MapQuest.com

## Shrewsbury Mileage

<table>
<thead>
<tr>
<th>Location</th>
<th>Designate</th>
<th>Mileage</th>
<th>One Way</th>
<th>Round Trip</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amherst</td>
<td>UMA</td>
<td>64</td>
<td>128</td>
<td></td>
</tr>
<tr>
<td>Boston Campus</td>
<td>UMB</td>
<td>40</td>
<td>80</td>
<td></td>
</tr>
<tr>
<td>Dartmouth</td>
<td>UMD</td>
<td>76</td>
<td>152</td>
<td></td>
</tr>
<tr>
<td>Hadley</td>
<td>UM-Hadley</td>
<td>64</td>
<td>128</td>
<td></td>
</tr>
<tr>
<td>Lowell</td>
<td>UML</td>
<td>42</td>
<td>84</td>
<td></td>
</tr>
<tr>
<td>Worcester</td>
<td>UMW</td>
<td>5</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Pres. Office – One Beacon St.</td>
<td>PO- Boston</td>
<td>36</td>
<td>72</td>
<td></td>
</tr>
<tr>
<td>Springfield Center</td>
<td>SPRING</td>
<td>57</td>
<td>114</td>
<td></td>
</tr>
<tr>
<td>Mass Green High Perf Comp Ctr</td>
<td>MGHPC – Holyoke</td>
<td>57</td>
<td>114</td>
<td></td>
</tr>
</tbody>
</table>

**NOTES:**
1) One way and round trip travel mileage between PO – 333 South Street and other UM destinations
2) Average distance using MapQuest.com (Updated 1/2015)
Tips for Keeping a Clean Work Space Environment – Pest Free

• If you see a cockroach, please leave it alone. The office has been baited and treated w/chemicals and therefore it best to let the pests get to the chemicals so they eat it and die.

• Please be sure to clean up after yourselves. Don’t leave any food or liquid residues around. Wipe spills up quickly.

• Don’t dispose of food (fruit peels, pits, rinds, etc.) or food packages (from wrappers, yogurt containers, salad bowls or paper bags etc.) in desk or office trash barrels. Dispose only in the kitchen barrels. It is best to keep the location of disposed food and food residues in concentrated areas to better monitor the situation.

• Be careful of food you might leave in and around your desk. Cockroaches can still smell items like grains and peanut butter even when packaged up.

***VERY IMPORTANT: Do not leave food in the conference room barrels after a meeting. Bring the barrels into the kitchen areas until the building cleaners remove the trash that evening.
UMass President’s Office – AED Procedures

UMPO AED will be available to staff, and visitors, and UMass Club staff at One Beacon Street, Boston when designated and trained staff are available.

Location of AED units
AED machine on floor 31 (UMPO, UMBA)
AED machine on floor 32 (UMass Club, Foundation and Campus Offices)

Routine Unit Checks. Weekly the defibrillator shall be checked to ensure that the “OK” symbol is visible. This check shall be done by the Business and Operation Manager, or her designee. It will be that person’s responsibility to verify that the unit is in the proper location, that it has all the appropriate equipment (battery, mask, case, emergency pack inside and that all AED inventory is in-date) and that the unit is ready for use.

Program Responsibilities. The University of Massachusetts President’s Office shall be responsible for the following:

1. All recordkeeping for the equipment.
2. Training Records
   • CPR
   • AED
   • Periodic Skills Evaluations
3. Incident record keeping

The Business and Operations Manager shall be responsible for prompt replacement of used equipment after an event and prompt service and replacement of equipment as needed.

Ambulance/Paramedic Interface. When the ambulance arrives the defibrillator pads/electrodes shall remain in place on the person and the defibrillator will remain at the location where information regarding the cardiac event will be downloaded by the University AED Coordinator or her designee. The downloaded cardiac event information from the AED should be kept by the Business and Operations Manager.

- After patient has been turned over to the ambulance or higher level of medical care please notify the following contact person in order to keep an incident record:

- UMPO Business and Operations Manager (Kim Medeiros)
Automatic External Defibrillators (AED) are a proven method of reducing morbidity and mortality from sudden cardiac arrest (heart attack). An AED is a device that attaches to a victim’s chest to assess the heart’s rhythm and, if needed, automatically recommends whether or not a shock be delivered to correct the heart’s rhythm. An adult who has just gone into sudden cardiac arrest is most likely in urgent need of defibrillation and a metered electrical charge can often restore the heart to healthy function and save a life. To provide a realistic chance of survival, defibrillation must be available soon after cardiac arrest.

The automatic external defibrillator (AED) will enable University personnel or the public who are trained in First Aid/CPR/AED to deliver early defibrillation to victims in the first critical moments after a sudden cardiac arrest. Responder’s use of the AED should not replace the care provided by emergency medical service (EMS) providers but it is meant to provide a lifesaving bridge during the first few critical minutes it takes for advanced life support providers to arrive. Upon arrival of the EMS providers, patient care should be transferred.

Having University members trained in CPR and the use of AEDs is valuable for each member and visitor to the University. Recognizing that an emergency exists and contacting 911, providing immediate patient care (including CPR), and initiating the use of a nearby AED are each links in the Cardiac Chain of Survival. Combined with the final link – the intervention of Advanced Life Support care given by trained medical personnel, promotes better opportunities for an individual’s survival during a cardiac emergency.
AED Frequently Asked Questions

Q What is sudden cardiac arrest?
A Sudden cardiac arrest (SCA), one of the leading causes of death in the United States, strikes over 300,000 victims each year, of which about five percent survive. Sudden cardiac arrest cases are usually due to abnormal heart rhythms called arrhythmias, the vast majority of which are ventricular fibrillation. Ventricular fibrillation is a condition in which the heart's electrical impulses suddenly become chaotic; causing the heart's pumping action to stop abruptly. Victims collapse and quickly lose consciousness, often without warning. Unless a normal heart rhythm is restored, death follows within a matter of minutes. The cause of sudden cardiac arrest is not well understood. Many victims have no history of heart disease, or if heart disease is present, it has not functionally impaired the victim. Unlike a heart attack, which is the death of muscle tissue from loss of blood supply, many victims of SCA have no prior symptoms. SCA can strike anyone, at any time, anywhere.

Q What is the current treatment for SCA?
A A series of four critical steps, called the "Cardiac Chain of Survival," have been identified for the treatment of SCA:
- Early access to care (i.e., calling 911 or another emergency number);
- Early cardiopulmonary resuscitation (CPR);
- Early defibrillation; and
- Early institution of advanced cardiac life support.

A break in any of the four links in the chain can compromise the victim's chance for survival; however, early defibrillation is recognized as the most critical step in restoring cardiac rhythm and resuscitating a victim of SCA.

Q What is defibrillation?
A Defibrillation is the treatment of irregular, sporadic or absent heart rhythms by an electrical current to the heart. It is the only definitive treatment for SCA. Defibrillation administered within four minutes after collapse is most successful. Every minute a victim is unconscious translates to approximately a ten percent decrease in the likelihood of resuscitation. After ten minutes, very few resuscitation attempts are successful. Thus, the most important element in the treatment of SCA is providing rapid defibrillation therapy. CPR may help prolong the window of survival, but it cannot reverse SCA.

Q What is the American Red Cross doing to increase public access to AEDs?
A In addition to being the leading training agency for first aid, CPR and AED information and skills, the Red Cross is committed to strengthening existing state and federal legislation that extends the reach of AEDs into the community. For the last several years, the American Red Cross has championed legislation to increase public access to defibrillation.
Q If treatment for SCA exists, why are survival rates low?
A Time. Only one out of every 20 SCA victims survives - though many of these lives could be saved through early defibrillation. With a brief window of opportunity for effective treatment, it is vital that responders reach the victim and defibrillate within the first ten minutes of SCA.

Despite announcements from the American Red Cross, the American Heart Association and others calling for the broad deployment of AEDs, the penetration of AEDs among emergency responders is remarkably low. Because of other outside influences, response times and survival rates vary from one location to another. Metropolitan and rural areas are the hardest hit. Improved access to early defibrillation will greatly improve the national survival rate, which is presently about five percent.

Q Why do we need AEDs in the workplace? Do my employees need to be trained to use an AED?
A Approximately 150 million Americans go to work every day where they spend more than half of their waking hours. The American Red Cross advocates CPR and AED training in the workplace to help keep American workers safe. The Red Cross believes that proper training in CPR and AED and quick activation of the EMS system combined can help to save more lives. When CPR and defibrillation are used together, as outlined in the Cardiac Chain of Survival, a better outcome can be obtained. The Red Cross also advocates increased public access to AEDs in places such as corporate offices, shopping malls, airports, sports stadiums and other places where large groups of people gather and the risk of an SCA incident is very likely.

Q: Do all AEDs work the same?
A: All AEDs direct the rescuer to either give a shock or perform CPR. However, each device has its own method of communicating with the potential rescuer. The potential rescuer should follow the manufacturer’s directions and device prompts when operating an AED.

Q Is a prescription from a physician necessary to purchase an AED in a workplace environment?
A According to FDA rules, a physician prescription is needed in order to purchase an AED.

Q Is a medical director needed to purchase an AED?
A It varies by state. The majority of states have a requirement for a medical director or medical oversight.

Q What is the relationship between the American Red Cross and AED manufacturers?
A To help the Red Cross meet its mission of saving lives, agreements have been established with AED manufacturers to allow Red Cross chapters the opportunity to facilitate the purchase of AED units and provide CPR and AED training to customers. Many chapters have taken advantage of the opportunity. If a chapter is not eligible to coordinate the purchase of AEDs, it can provide the customer with information on how to obtain a device.
FAQ
Health and Safety Services

Q Why not rely on traditional emergency caregivers?
A Outside of a controlled medical environment, paramedics and EMTs are traditionally the first to arrive on the scene of a sudden cardiac arrest. Both groups are trained in basic first aid and emergency care, but they may or may not be equipped with and trained to use AEDs. Congested urban streets, high-rise office buildings and remote or heavily secured worksites can all slow traditional emergency medical responders from reaching SCA victims within the critical first ten minutes after SCA occurs.

Q Why are so few emergency responders equipped with AEDs?
A Older generations of defibrillation technology made the deployment of AEDs among many groups of potential responders impractical. Older devices were large, heavy (weighing as much as 20 lbs.), expensive and it was necessary for the operator to perform daily maintenance checks. These devices also required highly skilled operators, who needed frequent retraining to maintain skills. Taken together, these factors have prevented this lifesaving technology from being broadly deployed.

Q Could a responder deliver an unnecessary shock?
A An AED is designed to allow the operator to deliver a shock only when the device has detected the presence of a life-threatening arrhythmia, and with some AEDs, the device will detect the need to provide a shock and then proceed to administer it. If it does not detect a shockable rhythm, it will instruct the rescuer to perform chest compressions and rescue breaths as needed.

Q Is it safe to use an AED on a metal surface?
A Recent research findings released by AED manufacturers support that it is indeed safe to defibrillate a victim on a metal surface as long as the appropriate safety precautions are taken. Specifically, care should be taken that the defibrillation electrodes do not contact the conductive surface and that no one is touching the victim when the discharge button is pressed.

Q Is it safe to use AEDs around water?
A Generally, the victim should not be in a puddle of water, nor should the rescuer be kneeling in a puddle of water when operating an AED. AEDs can be used in a variety of environments including rain and snow. Always use common sense when using an AED and follow the manufacturer’s recommendations.

Q Are AEDs easily portable?
A Yes. An AED is about the size of a laptop computer or smaller. It is light and easy to carry.

Q How much does an AED cost?
A A defibrillator costs approximately $3,000 in the United States.