



## Town of Needham Municipal Buildings and Property

### **SAFETY & EMERGENCY GUIDELINES**

#### ***- Quick Reference Guide -***

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# INTRODUCTION

## Safety and Emergency Response Guidelines

**Purpose:** This guideline has been designed for Town employees to provide quick reference for safety and emergency response procedures in town buildings and on town properties. Please remember that these are just guidelines and you should not put yourself at risk.

**Please Note:** In any situation, staff members are advised not to discuss the situation with the public or release any information to the media. The Town Manager or Designee is responsible for all communications with the public and the media.

### List of Department Managers Phone Numbers

Assessors' Office 781-455-7500	Building Inspector 781-455-7542	Chief of Police 781-455-7570
Community Development 781-455-7500	Dept. of Public Works 781-455-7534	Dept. of Public Works Garage 781-455-7551
DPW - Highway Division 781-455-7550	DPW – Parks and Forestry 781-455-7548	DPW - Town Engineer 781-455-7538
DPW - Water & Sewer Div. 781-455-7563	Fire Dept. / Emergency Management 781-455-7580	Health Department 781-455-7523
Human Services - Council on Aging 781-455-7555	Human Services - Veterans' Services 781-455-7500	Human Services - Youth Services 781-455-7500
Information Technology 781-455-7500	Park & Recreation Development 781-455-7521	Planning & Economic 781-455-7500
Public Facilities - Design / Construction 781-753-8040	Public Facilities - Maint. / Operations (RTS). 781-455-0442	Public Library 781-455-7559
Recycling & Transfer Station 781-455-7568	Superintendent of Schools 781-455-0400	Town Accountant 781-455-750
Town Manager 781-455-7500	Asst. Town Manager - Director of Finance 781-455-7500	Asst. Town Manager - Director of Operations 781-455-7500
Treasurer/Collector 781-455-7500		

**CRISIS TEAM :** Town Manager, School Superintendent, Assistant Town Manager/Director of Operations, Assistant Town Manager/Director of Finance, Chief of Police, Fire Chief, Director of Public Works, Director of Public Health, Director of Public Facilities.

For questions regarding the guidelines, please contact the Health Department at 781-455-7500 ext 511

# 9-1-1 Emergency Procedures

For a Facility emergency requiring immediate police/fire/ambulance assistance:

**The Department Manager or Staff member will:**

- Call 9-1-1 (Dial 9 first to access an outside line on town phone system)
- Notify the Town Manager or Designee

## **WHEN CALLING 9-1-1:**

- Clearly state the nature of the emergency (medical, police, fire)
- Listen carefully to the questions the dispatcher asks
- Provide the following information:
  - Your name
  - The name of the Facility
  - The Exact location of the incident
  - A description of the situation/incident
  - The number of victims involved
  - The specific facility doorway for Public Safety Personnel to enter
- Designate a person to meet the responding emergency team  
Stay on the telephone line with the dispatcher until release

# Attempted Suicide in Municipal Building

All suicidal thoughts and intents, suspected and expressed, should be taken seriously and reported to the Department Manager and appropriate Crisis Team Members. The plan of care for a potentially suicidal person should be developed and implemented by the Crisis Team.

## **The Staff Member on the Scene will:**

- Stay with suicidal person if it can be done safely
- Treat attempt as a medical emergency and call 9-1-1 (Dial 9 first to access an outside line on town phone system)
- Engage in conversation and attempt to calm and reassure the person if it can be done safely
- Notify Department Manager or delegate notification to a nearby staff member
- Maintain communication with the person until help arrives
- If the person has a weapon, ask that it be put down
- DO NOT physically try to take the weapon

## **The Department Manager or Designee will:**

- Call 9-1-1, if not yet called (Dial 9 first to access an outside line on town phone system)
- Provide for scene safety and privacy
- Notify appropriate Crisis Response Team Members
- Notify Town Manager
- Notify Parent or Guardian if suicidal person is a minor

## **The Town Manager will:**

- Work with Department Manager and Public Safety Personnel
- Provide accurate information to other Department Managers
- Communicate with media, as needed
- Contact the Employee Assistance Plan

# Bomb Threat

All bomb threats will be taken seriously, recorded below on the Bomb Threat Checklist and Public Safety Personnel (9-1-1) will be notified. In telephone calls involving bomb threats, it is important for the person receiving the call not to put the call on hold or attempt to transfer call. In the event a suspicious device or object is found on town premises, members of the staff are directed not to touch or move the object.

**The Staff Member who receives the bomb threat will:**

- Listen carefully and NOT interrupt caller
- Try to remain calm
- Alert Department Manager or Designee
- Complete the information listed below
- Write down as much of the message, as can be remembered

**EXACT WORDING OF THREAT:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Sex of caller: _____ Age: _____ Date: _____
Length of call: _____
Number at which call received: _____

## BOMB THREAT CHECKLIST

**CALLER'S VOICE:**

- |                     |             |
|---------------------|-------------|
| ___ Accent          | ___ Loud    |
| ___ Angry           | ___ Nasal   |
| ___ Clearing throat | ___ Normal  |
| ___ Cracking voice  | ___ Ragged  |
| ___ Deep            | ___ Rapid   |
| ___ Deep breathing  | ___ Raspy   |
| ___ Disguised       | ___ Slow    |
| ___ Distinct        | ___ Slurred |
| ___ Excited         | ___ Soft    |
| ___ Familiar        | ___ Stutter |
| ___ Laughter        | ___ Whisper |
| ___ Lisp            |             |

**BACKGROUND SOUNDS:**

- |                       |                      |
|-----------------------|----------------------|
| ___ Animal noises     | ___ Office machinery |
| ___ Cellular call     | ___ PA System        |
| ___ Clear             | ___ Static           |
| ___ Factory machinery | ___ Street noises    |
| ___ House noises      | ___ Voices           |
| ___ Motor             | Other: _____         |
| ___ Music             | _____                |

**REMARKS:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**THREAT LANGUAGE:**

- |                                  |                            |
|----------------------------------|----------------------------|
| ___ Foul                         | ___ Taped                  |
| ___ Incoherent                   | ___ Well spoken (educated) |
| ___ Message read by threat maker |                            |

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*(Bomb Threat continued)*

**The Department Manager or Designee will:**

- Call 9-1-1 (Dial 9 first to access an outside line on town phone system)
- Collaborate with Public Safety Personnel and determine if building evacuation is indicated
- Provide for scene safety
- Under the direction of Public Safety Personnel, oversee search of the premises
- Notify Town Manager

**The Town Manager will:**

- Work with Department Manager and Public Safety Personnel
- Provide accurate information about incident to other Department Managers
- Communicate with the media, as needed

**The Staff will:**

- Follow instructions provided by Department Manager
- Remain Calm

**Additional Information**

- Public Safety Personnel will assume command of the situation upon arrival and will determine the actions to be taken
- Use of telephones should be restricted during the incident

# Evacuation

**Purpose:** Certain events may occur within a municipal building such as, a fire, an airborne irritant, toxic gas or noxious odor that would necessitate the removal of the public and staff to another facility. Based on the reason for evacuating the building, the Department Manager will decide, if the situation will require an evacuation (see below) or shelter-in-place (see page 12).

## EVACUATION PROTOCOL

(Please refer to additional protocol specific to your facility listed in Appendix 2)

### **The First Person on the scene determining a need to evacuate will:**

- Pull fire alarm and call 9-1-1 (refer to 9-1-1 Emergency Procedure) (Dial 9 first to access an outside line on town phone system)
- Notify the Department Manager or Designee
- Maintain safety until help arrives
- Instruct all persons to move away from danger area

### **The Department Manager or Designee will:**

- Activate the Fire Alarm and call 9-1-1, if not previously done (Dial 9 first to access an outside line on town phone system)
- Report to scene and assess situation, as needed
- Oversee safe and complete evacuation of the building
- Establish a system for communication with Fire Department and staff (walkie-talkies, cell phones) during the evacuation
- Notify Town Manager

### **The Staff upon hearing notification of evacuation will:**

- Follow established evacuation procedure
- Close department windows and doors, turn off lights
- Remain Calm
- Take attendance and account for all co workers in the department/facility
- Await further information

### **The Custodians upon notification of evacuation will:**

- Maintain communication with Department Manager and Public Safety Personnel
- Be prepared to shut down HVAC and air handling equipment, water, electrical or other utilities, as needed
- Have Material Safety Data Sheets (MSDS) available for Department Manager and Public Safety Personnel as needed

### **Additional Information**

- Staff will annually post and maintain evacuation routes for each department
- Fire Officials will assume command of the situation upon arrival and will determine when/if re-entry to the building is possible
- Fire Inspector will drill annually

# Fire/Explosion

## **The First Person discovering the fire or smoke will:**

- Alert/Activate the nearest fire alarm pull station to activate the emergency evacuation plan and call 911 and give Public Safety Personnel the exact location of the fire (Dial 9 first to access an outside line on town phone system)
- Evacuate according to established evacuation plan
- Notify the Department Manager or Designee

## **The Department Manager or Designee will:**

- Ensure fire alarm has been activated and call 911 and give Public Safety Personnel the exact location of the fire (Dial 9 first to access an outside line on town phone system)
- Oversee safe and complete evacuation of the building
- Establish a system for communication with Fire Department and staff (walkie-talkies, cell phones) during the evacuation
- Notify Town manager

## **The Staff will:**

- Follow established evacuation procedure

## **The Custodian(s) will:**

- Maintain communication with Department Manager and Public Safety Personnel
- Have Material Safety Data Sheets (MSDS) available for Department Manager and Emergency Medical Services as needed

## **Additional Information:**

- Staff will annually post and maintain evacuation routes for each department
- Fire Officials will assume command of the situation upon arrival and will determine when/if re-entry to the school building is possible
- Fire Inspector will drill annually



# Hazardous Materials

## (Spills, Leaks, Fumes)

The Federal Emergency Management Agency (FEMA) defines hazardous materials as “chemical substances, which if released or misused can pose a threat to the environment or health. Hazardous materials come in the form of explosives, flammable and combustible substances, poisons, and radioactive materials. A hazardous materials accident can occur anywhere.” Practicing safe handling procedures for hazardous materials and maintaining accurate and current hazardous materials inventory including Material Safety Data Sheets (MSDS) are important steps to take in preparing for these types of emergencies.

**A hazardous materials release should be suspected when a chemical is known to have spilled or leaked or when multiple persons exhibit symptoms of illness or irritation, such as watering of eyes or nausea.**

### **The Staff Member Discovering the Incident will:**

- Move away from the affected area and instruct the public and staff to stay away
- Avoid all contact with the material
- Try not to inhale gases or fumes and if possible, cover mouth with a cloth
- Initiate evacuation of the immediate area
- Call 9-1-1 (Dial 9 first to access an outside line on town phone system) and describe the incident for example - odor, color, amount
- Report the problem to the Department Manager
- Stay upwind and uphill of the affected area
- Close interior doors to the hallways and adjoining rooms

### **The Department Manager or Designee will:**

- Evaluate the situation and determine if the incident is internal to the structure or external to the structure and instruct staff and the public to either “Shelter-in-Place” (see p.12) or Evacuate (see p.5)
- Call 9-1-1, if Public Safety Personnel not already notified (Dial 9 first to access an outside line on town phone system)
- Block off the area and deny entry to prevent further exposure
- Follow instructions of emergency personnel
- Instruct custodians to shut off electric supply and discontinue airflow to affected area, as needed
- Collect Material Safety Data Sheets (MSDS) and chemical inventory for emergency responders
- Notify the Town Manager

### **The Staff will:**

- Follow Evacuation (see p. 5) or Shelter-in-Place (see p.12) Procedure, as per Department Manager’s instructions

### **The Custodian(s) will:**

- Maintain communication with Department Manager and Public Safety Personnel
- Be prepared to shut down HVAC and air handling equipment, water, electrical or other utilities, as needed
- Have Material Safety Data Sheets (MSDS) available for Department Manager and Public Safety Personnel

# Intruder(s) in a Municipal Building

**An intruder is defined as anyone in the municipal building or on town property who does not appear to have legitimate town business.**

## **The Person who observes an individual will:**

- Greet the visitor and offer assistance, if appropriate
- Escort the visitor to the office of the Department Manager
- If visitor refuses to cooperate, discontinue contact with the person and notify Department Manager and call 911 and provide the following information: (Dial 9 first to access an outside line on town phone system)
  - Physical characteristics of intruder
  - The direction the intruder is headed

## **The Department Manager or Designee will:**

- Call 9-1-1 (Dial 9 first to access an outside line on town phone system) if not previously notified
- Instruct the public and staff to shelter in place and wait for further instructions
- Notify the Town Manager
- Provide the staff with a brief explanation of the situation

## **The Staff will:**

- Follow procedure for shelter in place, as per Facility/ Department Manager's instructions (see p.12)

# Medical Emergency Response Plan

## **The First Person/Rescuer on the scene of a medical emergency will:**

- Remain with the person
- Call out loudly for help
- Do Not attempt to move the person unless the scene is dangerous

## **When help arrives, the rescuer will designate someone to:**

- Call 9-1-1 (Dial 9 first to access an outside line on town phone system) Notify the Department Manager or Designee
- Maintain safety until the Department Manager arrives
- Notify the Emergency Medical Services upon arrival on site
- The Department Manager or Designee upon notification will:
  - Report to the scene and assess the situation
  - Provide for scene safety as needed, such as clearing the area of unnecessary people, maintaining clear access route for Emergency Medical Services
  - Designate a staff member to accompany the person to the hospital and arrange transportation back to facility for the staff member
  - Verify that a family member of the person has been notified
  - Notify the Town Manager's Office
  - Convene the Crisis Team, as needed
  - Notify the Director of Human Resources for EAP assistance as needed

# Missing Child in a Municipal Building

**The Staff Member who suspects that a child is missing will:**

- Immediately notify the Department Manager or Designee and indicate where the child was last seen

**The Department Manager or Designee will: This is to be done simultaneously by three different team members.**

- Verify the child is missing and begin to gather information about the child**
  - **Child's full name and physical description**
  - **Address**
  - **Contact information for parent(s)/guardian(s)**
- Assign staff to begin a search of the building (bathrooms, offices, hallways) and grounds**
- Notify police, if preliminary/initial building search does not locate the missing child**
- Establish a system for staff communication within the building (walkie-talkies, cell phones) during the search**
- Notify the Town Manager, and child's parents/guardians**

## **CHILD SEPERATED FROM CARETAKER IN A MUNICIPAL FACILITY/PROPERTY**

**This is to be done simultaneously by three different team members.**

- Assign staff to wait with child**
- Notify Police**
- Gather contact information about the child's parents**
  - **Parent's name**
  - **Address**
  - **Phone Number**
- Assign staff to begin a search of the building and grounds for his/her parents**

# Natural Disaster

## (Blizzard, Earthquake, Flood, Tornado, Hurricane, Heat Wave)

In the event of an impending natural disaster, a decision about an emergency facility closing or “Shelter-in-Place” may be necessary.

### **The Town Manager will:**

- Establish communication with Needham’s Emergency Operations Center (EOC) and Public Safety Personnel (911) to verify accurate information about the emergency and determine the appropriate response—municipal building closings or
- “Shelter-in-Place.” (See page 12)
- Communicate plans to the Department Managers

## **IF DISASTER IMPACTS AMUNICIPAL BUILDING/PROPERTY**

### **The Department Manager or Designee will:**

- Call 9-1-1, if necessary (Dial 9 first to access an outside line on town phone system)
- Assess situation and determine appropriate response - evacuation (see p.5) or shelter-in-place (see p.12)
- Notify Town Manager of status

### **The Staff will:**

- Follow procedure for evacuation (see p.5) or shelter in place (see p.12), as per Department Manager’s instructions

# Shelter-in-Place & Lockdown

**Purpose:** Certain events may occur such as weather emergencies, chemical accidents, biological accidents, radiological incidents or potential threats of violence that could make going outdoors dangerous for students and the public. When building evacuation would take too long, or place the public and staff in harm's way, it is safer for everyone to remain indoors, in a safe area, "shelter in place."

**PLEASE NOTE:** Shelter-in-Place/Lock Down will be in effect, until the Town Manager/Designee notifies staff over the telephone PA system that it has ended. **If the fire alarm sounds while sheltering in place, DO NOT EXIT the building, unless you smell smoke in the immediate area.**

## **The Department Manager or Designee will:**

- Verify information about the emergency event
- Call 9-1-1 (Dial 9 first to access an outside line on town phone system)
- Collaborate with the Town Manager and Public Safety Personnel
- Issue Shelter-in-Place/Lock-Down by announcing the decision over the telephone PA system. Instruct the public and staff to the designated site for sheltering in place. (For weather emergencies such as tornado, avoid areas with glass and/or windows.)
- Assemble the Crisis Team and assign roles to team members
- Ensure that staff are assigned to assist the public with special needs
- Maintain communication and provide staff with accurate and timely information about the emergency situation

## **The Staff will:**

- Direct the public and staff into designated site for "Sheltering in Place"
- Check hallways and bathrooms for any of the public or staff not in a secure location
- Take attendance, account for all staff, and report to the Department Manager any missing staff in the designated site for "sheltering in place"
- Remain calm
- Move all persons away from doors and windows
- Close windows and seal gaps under the doors and windows, if possible
- Lock and cover all facility doors and windows, if lockdown in place
- Await further instructions
- Stay in place until ALL-CLEAR signal is announced by Town Manager/Designee

## **The Custodians will:**

- Maintain communication with Department Manager and Public Safety Personnel
- Shut down all HVAC and air handling equipment, water, electrical or other utilities, as needed
- Secure all building entrances
- Hang signs on the outside of Facility doors indicating "Sheltering in Place" DO NOT open doors
- Have Material Safety Data Sheets (MSDS) available for Department Manager and Public Safety Personnel

# Universal Precautions

Universal precautions is defined by the Centers for Disease Control and Prevention (CDC) as a set of precautions intended to prevent the transmission of hepatitis, HIV infection, and other blood borne pathogens when providing first aid or health care. Universal precautions are the infection control guidelines designed to protect staff and the public from exposure to infectious diseases spread by blood and certain body fluids. The precautions are referred to as universal because they are the safety procedures that should be utilized in all circumstances, when the possibility of exposure to blood or body fluids exists. It is recommended that one should consider every person, all blood and most body fluids as potential sources of an infectious disease.

## **The following are universal precaution guidelines for all staff:**

- Frequent and thorough hand washing is an essential step for all staff to take to minimize the spread of infection. Hands need to be washed before and after providing first aid (even when gloves are worn)
- Gloves should be worn whenever there is potential contact with blood or body fluids. Gloves are for single use only and should never be reused
- In the case of severe bleeding, if gloves are not immediately available, a barrier can be created using a plastic bag, thick paper towels or clothing
- Instruct the person who is bleeding to personally apply direct pressure to the site of bleeding
- Building custodians should be notified for proper clean up of blood spills, as specific products and procedures need to be utilized
- Evaluation and care by Public Safety Personnel is recommended for staff following any significant exposure to blood
- Sharp objects (broken glass, sharp metal, needles, and knives) should be handled carefully and appropriately.
- Staff should avoid using bare hands to pick up sharp objects and consider using objects such as a broom and dustpan
- Sharp objects should be discarded in solid, puncture resistant containers, not in plastic trash bags or regular wastebaskets

## **The following are the guidelines for exposure to blood or body fluids:**

### **If a Staff Member or the Public is exposed to blood or other potentially infectious materials he/she will:**

- Wash and/or flush (eye) the affected area thoroughly
- Seek further evaluation and care by Public Safety Personnel or his/her Primary Care Provider as needed.
- Complete an Accident Report (Listed in Appendix)
- Notify the Town Manager and Department Manager

*(Continued on back of this page)*

*(Universal Precautions continued)*

**The Department Manager or Designee will:**

- Assess, clean the site of exposure, as indicated
- For Children – Notify the parent/guardian and advise parent/guardian to immediately seek further evaluation in the Emergency Room, or with Primary Care Provider.
- For Staff – Advise staff member to seek medical evaluation in the Emergency Room, or with his/her Primary Care Provider, as needed.
- Complete Accident Report (Listed in Appendix) and notify Personnel Director, as needed.
- Notify custodian for any additional site clean-up as needed.



# Unknown Animal Contact

## (Actual or Potential)

**Purpose:** Stray or suspicious animals (domestic or wild) can pose a health and/or safety danger to the public and staff. If a stray or suspicious animal is observed on school property, the following actions need to be taken to safeguard the public and staff:

### Potential Animal Contact:

#### The Person who observes the animal will:

- Notify the Department Manager or Designee
- Instruct the public and staff not to approach the animal and to move in a direction away from the animal

#### The Department Manager or Designee will:

- Remove the public and staff from the area as needed
- Contact 9-1-1 (Dial 9 first to access an outside line on town phone system)
- Follow instructions provided by the responding Police and Animal Control Officer

### Actual Animal Contact:

A contact with a stray or wild animal includes petting or holding the animal, direct contact with the animal's saliva, and/or sustaining a scratch or bite from the animal.

#### The Person responding to the incident will:

- Adhere to Universal Precautions
- Notify the Department Manager or Designee

#### The Department Manager or Designee will:

- Remove Public and staff from the area as needed
- Contact Needham Police and Town Manager
- Notify the Needham Health Department
- Follow instructions provided by the responding Police and Animal Control Officer

# **Violent Situations**

## **(Fights, Weapons)**

### **For Violent Situations Involving Weapons** **(Also Review Personnel Policy #426 on Violence and Preparedness)**

#### **The Staff discovering the weapon will:**

- Immediately notify Department Manager
- NOT, under any circumstances, attempt to confront or disarm the person, if the person is displaying a weapon
- Call 9-1-1 (Dial 9 first to access an outside line on town phone system)

#### **The Department Manager or Designee will:**

- Evaluate situation for further intervention
- Call 9-1-1, as indicated (Dial 9 first to access an outside line on town phone system)
- Notify Town Manager or Designee
- Summon Crisis Response Team, as needed

### **For Violent Situations Involving Fights**

#### **The Staff discovering the situation will:**

- NOT intervene physically
- Establish control of the situation
- Verbally demand that combatants stop fighting
- Call or send for additional help
- Clear scene of onlookers
- Not try to chase anyone fleeing the scene
- Notify Department Manager

#### **The Department Manager or Designee will:**

- Evaluate situation for further intervention
- Call 9-1-1, as indicated (Dial 9 first to access an outside line on town phone system)
- Notify Town Manager or Designee

# Important Emergency Contact Numbers

<b>Emergency Services</b> (Dial 9 first to access an outside line on town phone system) . . .	<b>9+9-1-1</b>
▪ <b>Needham Police (Non-emergency)</b> . . . . .	<b>781-444-1212</b>
▪ <b>Needham Fire (Non-emergency)</b> . . . . .	<b>781-444-0142</b>
<b>Town Manager</b> . . . . .	<b>781-455-7500</b>
<b>Department/Division Managers</b> . . . . .	<b>.(See p. 1)</b>
<b>Beth Israel Deaconess Hospital Needham</b>	
▪ <b>Main Number</b> . . . . .	<b>781-453-3000</b>
▪ <b>Emergency Room</b> . . . . .	<b>781-453-5400</b>
<b>Employee Assistance Program</b> . . . . .	<b>(866) 635-1712</b>
<b>Needham Health Department</b> . . . . .	<b>781-455-7500</b>
<b>Needham Public Schools</b>	
▪ <b>Superintendent &amp; Central Administration</b> . . . . .	<b>781-455-0400 x 203</b>
▪ <b>Transportation Department</b> . . . . .	<b>781-455-0400 x 234</b>
<b>Needham Public Works Department</b> . . . . .	<b>781-455-7534</b>
▪ <b>Electricity – N Star Electric</b> . . . . .	<b>800-592-2000</b>
▪ <b>Gas – N Star Gas</b> . . . . .	<b>800-592-2000</b>
<b>Poison Control Center</b> . . . . .	<b>617-232-2120</b>
<b>REACH (Domestic Violence Hotline)</b> . . . . .	<b>800-899-4000</b>
<b>Riverside 24hr Emergency Assistance (Mental Health)</b> . . . . .	<b>781-769-8674</b>
<b>Samaritans (Suicide Hotline - Adults)</b> . . . . .	<b>508-875-4500</b>
<b>Samaritans (Suicide Hotline - Teens)</b> . . . . .	<b>800-252TEEN(8336)</b>
<b>American Red Cross of Massachusetts Bay</b> . . . . .	<b>617-375-0700</b>

# Appendix 1

## Town of Needham NOTICE OF EMPLOYEE ACCIDENT

This form must be submitted within 24 hours after an accident which results in an injury.

DEPARTMENT \_\_\_\_\_ DATE OF THIS REPORT \_\_\_\_\_

Name of injured \_\_\_\_\_ SS# \_\_\_\_\_

(First Name) (Initial) (Last Name)

Address No. and St. \_\_\_\_\_ City/Town \_\_\_\_\_ State \_\_\_\_\_

Check (X) Married \_\_\_\_\_ Single \_\_\_\_\_ Widowed \_\_\_\_\_ Widower \_\_\_\_\_ Divorced \_\_\_\_\_ Male \_\_\_\_\_ Female \_\_\_\_\_

Age \_\_\_\_\_

### Injured Person

(a) Occupation when injured \_\_\_\_\_ (b) Was this his or her regular occupation \_\_\_\_\_

(If not, state in what department or branch of work regularly employed)

(a) How long employed \_\_\_\_\_

(b) No. hours worked per day \_\_\_\_\_

Wages per day \$ \_\_\_\_\_

(c) No. days worked per week \_\_\_\_\_

Average weekly earnings \$ \_\_\_\_\_

### Time and Place

Place where injury occurred \_\_\_\_\_ State if injury occurred on or off employer's premises \_\_\_\_\_

Date of injury \_\_\_\_\_ 19 \_\_\_\_\_ Day of week \_\_\_\_\_ Hour of day \_\_\_\_\_ A.M. \_\_\_\_\_ P.M. \_\_\_\_\_

Date disability began \_\_\_\_\_ 19 \_\_\_\_\_ A.M. \_\_\_\_\_ P.M. \_\_\_\_\_ Was injured paid in full for this day \_\_\_\_\_

To Whom and When was Injury Reported: \_\_\_\_\_

Title: \_\_\_\_\_

### Cause of Injury

Machine, tool or thing causing injury \_\_\_\_\_ Kind of power (hand, foot, electrical, steam, etc.) \_\_\_\_\_ Part of machine on which accident occurred \_\_\_\_\_

(a) Was safety appliance or regulation provided \_\_\_\_\_ (b) Was it in use at time \_\_\_\_\_

Was accident caused by injured's failure to use or observe safety appliance or regulation \_\_\_\_\_

Describe fully how accident occurred, and state what employee was doing when injured \_\_\_\_\_

Names and addresses of witnesses \_\_\_\_\_

### Nature of Injury

Nature of Injury and Body Part Affected: \_\_\_\_\_

Probable length of disability \_\_\_\_\_ Has injured returned to work \_\_\_\_\_

If so, date and hour \_\_\_\_\_

At what occupation \_\_\_\_\_

Name and address of physician \_\_\_\_\_

Name and address of hospital \_\_\_\_\_

Did Employee Die: \_\_\_\_\_

Signed \_\_\_\_\_

Title \_\_\_\_\_

Person Completing This Form

# Appendix 2

## Council on Aging Emergency Evacuation Plan

### Stephen Palmer Senior Center

### Standard Operational Procedure for Emergency Evacuation

1. Director or Associate Director will call 911 (Dial 9 first to access an outside line on town phone system) to alert town emergency services of the identified crisis.
2. Each evacuation team of staff members (labeled A, B, and C) shall be assigned a “designated evacuation area” (correspondingly labeled A, B, and C on the map) which they will monitor in case of an emergency to see that all persons in their area at the time of the emergency have exited the building promptly. Each team has their own Standard Operational Procedure indicating which part of the Center is their designated evacuation area and where their participants should exit.
3. As long as they are not blocked, the primary exits designated for each team should be used first to ensure a timely exit of the Center.
4. People who are unable to use the stairway must use the exit ramp door at the rear of the Senior Center. Staff will be responsible for escorting those people in their designated areas to the exit ramp door. If the ramp exit is blocked people will be escorted through the door at the rear of the Center leading to the apartment complex.
5. The Associate Director/Designee and Program Coordinator will take the day’s updated sign-in information to assess if everyone has exited the Center.
6. If the weather is moderate, all persons exiting from the Center will congregate at the rear of the parking lot near the end of the sidewalk ramp. The staff and participants can wait there if the situation is not threatening to persons in this exterior location. If the weather is inclement, arrangements have been made for the participants and staff to relocate in the St. Joseph’s School across Pickering Street.
7. The First Aid Kit is located behind the door in the computer/copy room.

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*(Appendix 2 continued)*

## **TEAM A: Associate Director, Trip Coordinator**

### **Designated Evacuation Area A:**

Team A will monitor the Reception Area, the four front offices, and use the front stair exit or ramp as the primary exit. Once outside, staff will monitor those who have already congregated.

1. Director or Associate Director will call 911 (Dial 9 first to access an outside line on town phone system) to alert town emergency services of the identified crisis.
2. People who are unable to use the stairway must use the exit ramp door at the rear of the Center. If necessary, staff will be responsible for escorting those persons in their designated area to the exit ramp door.
3. As long as they are not blocked, the exit to be used first for this area is the front entrance located by the reception area that leads to the Center entrance. For those unable to use the stairs, the exit ramp door at the rear of the Center will be used.

If a primary door is blocked (front entrance or ramp), the secondary exits are then used. These are the middle door leading to the apartment stairway that faces the parking lot or for alternative handicapped exit the door to the apartment complex at the rear of the Center. This exit is the backup (secondary) exit for the ramp exit.

4. The Associate Director or designee will take the day's latest sign-in information to determine who might be in the Center. A Member of the Team will congregate the participants in the rear of the parking lot, where the associate Director will double check to make sure that all participants from the designated area have been evacuated. After this is determined help will be offered to other staff persons as needed, especially with disabled participants needing to use the primary rear ramp exit.
5. If the weather is moderate, all persons exiting from the Center will congregate at the rear of the parking lot near the end of the sidewalk ramp. If the weather is moderate, the staff and participants can wait there if the situation is not threatening to persons in this exterior location. If the weather is inclement, arrangements have been made for the participants and staff to relocate in the St. Joseph's School across Pickering Street.
6. The First Aid Kit is located behind the door in the computer/copy room and will be the responsibility of Team A.
7. When all Teams have been accounted for the Associate Director will consult the latest sign in sheet and check with each Team to determine if all participants and staff have been evacuated.

*(continued on next page)*

*(Appendix 2 continued)*

## **TEAM B: Program Director and Social Worker**

### **Designated Evacuation Area B:**

Team B will monitor the Orange Room, Ping Pong/Billiards Area, Library Area, and the Sitting Area to make sure everyone has been evacuated using the middle stair exit as a primary exit, unless a person must use the primary rear ramp exit. A staff member will escort those persons needing to use the rear ramp exit to the exit. Once outside, staff will monitor those who have already congregated.

1. People who are unable to use the stairway must use the exit ramp door at the rear of the Center. If necessary, staff will be responsible for escorting those persons in their designated area to the exit ramp door.
2. As long as they are not blocked, the middle door leading to the apartment stairs facing the parking lot should be used as a primary exit. For those unable to use the stairs, the exit ramp at the rear of the Center will be used. If these exits are blocked, the secondary exits are then used. For this group these are the stairs by the reception area or the door leading to the apartment complex at the rear of the Center.
3. If the weather is moderate, all persons exiting from the Center will congregate at the rear of the parking lot near the end of the sidewalk ramp. If the weather is moderate, the staff and participants can wait there if the situation is not threatening to persons in this exterior location. If the weather is inclement, arrangements have been made for the participants and staff to relocate in the St. Joseph's School across Pickering Street.

## **TEAM C: Social Worker Supervisor and Building Monitor**

### **Designated Evacuation Area C:**

Team C will monitor their rear offices, Outreach and SHINE, the Yellow Room, the Blue Room (Dining), the Kitchen, and Both Restrooms to help everyone to their primary exit, the rear ramp door. Once outside, staff will monitor those who have already congregated.

1. People who are unable to use the stairway must use the exit ramp door at the rear of the Center. If necessary, staff will be responsible for escorting those persons in their designated area to the exit ramp door.
2. As long as they are not blocked the primary exits for this group should be the middle exit or the ramp exit and should be used first. If a primary exit is blocked, the secondary exits are then used. For this group these are the stairs by the reception area or the door leading to the apartment complex at the rear of the Center.
3. If the weather is moderate, all persons exiting from the Center will congregate at the rear of the parking lot near the end of the sidewalk ramp. If the weather is moderate, the staff and participants can wait there if the situation is not threatening to persons in this exterior location. If the weather is inclement, arrangements have been made for the participants and staff to relocate in the St. Joseph's School across Pickering Street.

# Appendix 3

## Daley Building Emergency Evacuation Plan

In the event that the building has to be evacuated, employees are asked to assist in making sure that both the public and staff leave the building immediately using the following procedures as a guide:

1. **Evacuation Signal** – All persons shall be notified that the building is to be evacuated by alerting occupants by voice and then dialing 911 (Dial 9 first to access an outside line on town phone system). Continue alerting by voice to make sure no-one is still in the building.
2. **Exits** – All persons shall exit out by the nearest door.
3. **Posted Routes** – All exits are posted with signs.
4. **Security** – Public Facilities personnel and any other occupants in the building shall remain outside of the building until fire personnel arrive.
5. **Designated Area** – After evacuating the building, all persons will meet at the loading dock area.
6. **Operational Procedure** – A “head count” will be taken and further instructions/announcements given at the designated area.
7. **Miscellaneous** – Close doors on the way out but do not lock doors. Do not collect personal items.



# Appendix 4

## Department of Public Works Emergency Evacuation Plan

In the event that the Public Works Building must be evacuated, employees are asked to assist in making sure that both the public and staff leave the building immediately.

**Evacuation Signal** – The fire alarm system and/or telephone paging system will be used to notify occupants of the need to evacuate the building. The fire alarm and paging system may not be audible in the restrooms, the garage bays, the repair garage or the main garage (see “Floor Captains” below).

**Exits** – Employees on the ground level should use the closest accessible exit (main entrance, side door, garage bay doors, repair garage doors, main garage doors or any overhead door). Employees on the second floor should use the closest accessible exit (main stairway to front or side door, fire escape stairs).

**Posted Routes** – Routes are posted on the second floor at mid-corridor opposite the hallway to the PPBC office (installation pending).

**Exit Procedures** – The last person leaving an office should close but not lock the door. Employees should evacuate the building immediately when instructed to do so. Employees should not return to the offices to gather their personal belongings.

**Security** – Departments which have cash on the premises should keep such cash in a locked drawer or cabinet. Public safety personnel have requested that individual department doors be closed but not locked. The Director of Public Works/Designee will request that the Police Department provide security to prevent access to the building during an evacuation. The Director/Designee will post staff to monitor building entrances until police personnel arrive.

**Designated Area** – All employees should exit the building through the closest accessible door and gather on the grass area between the brook and reservoir. In fair weather conditions, employees will remain in this area until it is safe to re-enter the building or until the building is closed. DPW employees are not dismissed and will not be allowed to leave the DPW property unless authorized by their immediate supervisor. In inclement weather, employees will be directed to the Dedham Avenue Water Pump Station building.

**Floor Captains** – The senior employee in the Engineering Division is designated as floor captain for the second floor. It will be the responsibility of the second floor captain to ensure that no individual is remaining in any office work area or restroom on the second floor. The senior employee of the Garage Division is designated as the captain of the ground floor. It is the responsibility of the ground floor captain to ensure that no individual is remaining in the repair garage, main garage, restroom, offices or garage bays. Both floor captains will report directly to the Director/Designee then proceed to the designated gathering area.

**Operational Procedures** – The two-way radio located in the Dedham Avenue Water Pump Station (Remote 5) is designated to be the temporary DPW base station for dispatching purposes for contact with the mobile units. A general call will be made to all units not to return to the DPW Building. When a unit returns it shall go to the DeFazio parking lot and report by radio to the dispatcher and remain there until authorized to leave by their immediate supervisor.

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*(Appendix 4 continued)*

**Head Count** – The Director will maintain a listing of all employees/volunteers assigned to the DPW Building with emergency contact information. Employees are asked to keep note of the presence of short-term employees, volunteers and the members of the public. At the designated area, the Department/Division Manager/Designee of each Department/Division should document the location of staff and report immediately to the Director/Designee. The Director/Designee will be the point of contact with public safety personnel

**Training/Drills** – The DPW will test the evacuation plan at least annually. Training on the evacuation plan will be conducted annually and will be included in the new employee orientation materials.

# Appendix 5

## Public Library Emergency Evacuation Plan

There are several scenarios in which the library building must be evacuated:

The fire alarm rings (even if you know it is a false alarm)

A fire is spotted

An explosion or any other life-threatening incident occurs

A bomb threat or other life-threatening call is received

Use the telephone public address system to alert everyone in the building. Pick up the receiver and dial 880\* and speak loudly and clearly. Say, the fire alarm is ringing; evacuate the building@ or a fire has been spotted@ or a bomb threat has been received@ or whatever else is appropriate. Anyone may make this announcement. Remember that this announcement will not be heard in the Community Room. The ringing alarm will be heard there.

In evacuating the library it is necessary to make sure that both the public and the staff leave the building. Do not stop to check materials out for patrons. Materials must be left in the library or they will set off the security alarm and slow up the exit of people. Do not use any of the library's elevators.

When the alarm sounds, the noise is quite apparent.

When you hear the "evacuate-the-building" call or the ringing fire alarm, the following procedures should be observed:

**THIRD FLOOR:** The Technical Services staff will evacuate the third floor, including the Friends Storage Area. Use the nearest safe staircase and the emergency exit that is on the second level (down one floor—do not go to the bottom floor).

**SECOND FLOOR:** The Reference staff will evacuate the Reference Room, Young Adult Room, nonfiction book stacks, Genealogy Room, Archives Office, Archives Room, Wyeth Room, and Bosworth Room. The Technology/Archivist Specialist will assist the Reference staff. Depending on where people are, they should be directed to the following exits:

The Highland Avenue entrance/exit

The main staircase to the Library Parking Lot entrance/exit

Emergency exit at the end of the book stacks

Emergency exit at the elevator

**FIRST FLOOR:** Circulation staff will evacuate the lobby area, the first floor stack area, the Community Room, and the public bathrooms. The Children's staff will evacuate the Children's Room and all affiliated spaces (Story Room, Craft Room, Children's Bathrooms). People should be directed to the following exits:

The main (Library Parking Lot) entrance/exit

Children's Room emergency exit

Community Room emergency exits (2)

Emergency exit at the end of the book stack

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*(Appendix 5 continued)*

Please note, the staircase by the Friends' Ongoing Book Sale is not an emergency exit from the first floor.

Use the safest, closest exit to you. Maps that mark exits, fire extinguishers, and fire alarm pulls are enclosed for your review. Familiarize yourself with the layout of the building. The main entrance/exit and the Highland Avenue entrance/exit are the only fully handicapped accessible exits. The Community Room emergency exits, and the Children's Room emergency exits are handicapped accessible for leaving the building; however, there is a set of stairs at the end of the walkway that connects these exits. Staff and/or patrons who are not physically mobile enough to use some of the exits may require staff assistance. This is particularly true for anyone on the third floor. All actual exits have a porch or platform area that meets wheelchair specifications. Wheelchair users may have to wait on the platforms for emergency personnel to assist them (if no one from the staff or the public is able to offer assistance).

Do not offer to check out materials when the alarm is ringing. It is more important to get people out of the building (including yourself). Do not stop to answer a ringing phone.

If people are reluctant to leave, tell them that they have no choice and that they may be putting themselves and others in danger.

Staff should move people as far away from the building as possible and out of the way of police and fire vehicles. Move people to sidewalk areas or to the far side of the library parking lot. Watch the entrance doors to make sure that no member of the public goes into the building until Police or Fire Department personnel give the ok.

It is important to note that in emergencies, the building must be cleared immediately. Unfortunately, this means that you may not have time to take personal belongings with you.

In the case of an actual disaster, staff should assemble near the dumpster at the back of the library parking lot. You must assemble as a group, so that emergency personnel will know that everyone has vacated the building. Determining that every staff member has left the building will be a group effort. There is no one staff member who knows everyone who is working at a given time. If the dumpster area is not safe, staff should gather in the Christ Church parking lot at the side that is farthest away from the library building.

On evenings and weekends, when there are fewer people working in the library, follow the above plan, except that the custodian will have to make sure that the third floor is vacated.

For your own safety, please review the location of the nearest fire alarm pull and fire extinguisher to your work area. If you missed the recent demonstrations, ask a custodian to show you how they work. Keep in mind, however, that, in an emergency, your first responsibility is to get everyone out of the building. The Fire Department has an amazingly fast response time and fire personnel are professionally trained to deal with fires. You are not. Review the maps on the following three pages and learn all the exit points, as one or more may be inaccessible during a building evacuation. Building exits and staircases are marked in green, fire alarm pulls are marked in blue, and fire extinguisher locations are marked in red.

# Appendix 6

## **Need to discuss this plan with Mario and Bob Lewis**

Recycle & Transfer Station (RTS) Emergency Evacuation Plan

### **All Employees:**

In The Event Of an Emergency (Explosion, Fire, Smoke.):

You Are To Notify The On Site Supervisor And The Transfer Station Office.

**To Report An Emergency, Dial 911 Or Pull Fire Alarm!** (Dial 9 first to access an outside line on town phone system)

Assemble At the Universal Waste Shed

Fire Alarm Is Located In: Transfer Station

Fire Extinguishers Are Located: Rex Bldg., 3 Bay Bldg., Transfer Station Office, Tipping Floor Area, Pit Area, Employees Trailer, All Equipment, And Superintendents Office.

First Aid Kits Are Located: Transfer Station Office and Employees Trailer

Eye Wash Stations: Transfer Station Office and Employees Trailer

Emergency Shower: Outside Transfer Station Office (Tipping Floor)

In The Event Of Fire Or Explosion, Personnel Are Not Expected To Respond, But Should Be Trained To Provide First Response To An Incidental Fire By Using Fire Extinguisher Or Fire Hose Until Outside Assistance Has Arrived.

In The Event Of Fire, The Front Entrance Will Be Secured After Emergency Response Units Have Arrived On The Scene. Exit Gates Will Remain Open During The Evacuation Of Residents And Personnel Leaving The Facility.

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Appendix 6 continued)

### Emergency Phone Numbers

<b>Emergency Coordinator:</b>	Mario Araya	781-801-6835	
<b>Fire Department Dispatch:</b>		781-444-0412	
<b>Police Department Dispatch:</b>		781-444-1212	
<b>DEP Emergency Response</b>		888-304-1133	
<b>Emergency Response Contractor (Spills)</b>		800-533-5900	Clean Harbors

**Location of Fire Alarm:** Transfer Station

**Location of Fire Extinguishers:** Transfer Station, 3 Bay Bldg., Rex Bldg., Employees Trailer, All Equipment

**Location of Spill Clean Up Materials:** Transfer Station, 3 Bay Bldg.

**Location of First Aid Kits:** Transfer Station Office, Employees Trailer—What about the AED?

**In The Event of an Explosion, Smoke or Fire:** Immediately Contact the On Site Supervisor And The Transfer Station Office. All Employees Are To Assemble At The Universal Waste Shed.

## **Appendix 7**

### **Town Hall Evacuation Plan**

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# **Appendix 8**

## **Public Services Administration Building (PSAB)**

### **Evacuation Plan**

In the event that the (Public Services Administration Building—(PSAB) must be evacuated, employees are asked to assist in making sure that both the public and staff leave the building immediately.

***Evacuation Signal*** – The fire alarm system and/or telephone paging will be used to notify occupants of the need to evacuate the building. Dial 9-911 (Dial 9 first to access an outside line on town phone system) if calling the Fire Department. The fire alarm and paging system may not be audible in the restrooms (see “Floor Captains” below).

***Exits*** – Employees on the first (main) floor should use the closest, accessible exit (North Entrance or South Entrance) Employees on the second floor should use the closest stairway accessible (North Side or South Side).

***Emergency Exit*** – Evacuation from the second floor in the event both exit stairways are inaccessible will be handled by the Fire Department with a ladder truck.

***Exit Procedures*** – The last person leaving the office should close but not lock the door and close all the windows if that can be done quickly, otherwise, leave them open. Last Floor Captain leaving the building must ensure that the Fire Doors are closed.

***Posted Routes*** – Routes are posted in several locations in the hallway on each floor.

***Security*** – Departments, which have cash on the premises, should keep such cash in a locked drawer or cabinet. Public safety personnel have requested that individual department doors be closed but not locked. The Town Manager/designee will request that the Police Department provide security to prevent access to the building during the evacuation. Staff will be posted to monitor building entrances until Police personnel arrive.

***Designated Area*** – All employees should exit the building through the closest accessible door, and gather at the grassy area in front of the “Roland Johnson Recreational Area” sign on the north side (this is the grass area to the left as you pull into the PSAB parking lot). In fair weather conditions, employees will remain in this area until it is safe to re-enter the building or until the building is closed. In inclement weather, personnel will be directed to the Department of Public Works Building (470 Dedham Avenue) second floor hallway or conference rooms if available.

***Floor Captains*** – Employees in the Park and Recreation Office and IT Department (After Town Hall department return to Town Hall IT will be replaced by DPW Admin or Engineering?) will be designated Floor Captains. It will be the responsibility of the floor captains to ensure that no individual is remaining in any office or restroom on the appropriate floor.

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*(Appendix 8 continued)*

**Headcount** – The Assistant Town Manager/Director of Operations or designee will maintain a listing of all employees/volunteers with emergency contact information. Employees are asked to keep a note of the presence of short-term volunteers and members of the public. At the designated area, the Department Manager/designee of each department should document the location of department staff, and report immediately to the Assistant Town Manager/Director of Operations or designee. The Town Manager/designee will be the point of contact with public safety personnel and be the Incident Commander until the Fire or Police Department arrives.

**Training/Fire Drills** – The Town will test the evacuation plan at least annually. Training on the evacuation plan will be conducted annually, and will be included in the new employee orientation materials. Employees are requested to notify the Human Resources Department of changes in emergency contacts or phone/cell numbers, as appropriate.

**Automated External Defibrillators (AED)** – Two AEDs in glass wall boxes are located in the building, one on each floor. The AED on the first floor is located on the wall facing the entrance to the Charles River Conference room. The AED on the second floor is located on the left side of the entrance to the IT Department.

**First Aid Supplies** – First Aid supplies are available on the first floor, in the Health Department and on the second floor in the Town Manager’s Office.

**Custodians** – The Assistant Town Manager/Director of Operations or designee should maintain communications with facility staff to ensure facility support is available to Public Safety Officials as needed.

# Appendix 9

## First Aid Kits and Automated External Defibrillator (AED)

**Town Hall** – PSAB Building 500 Dedham Ave

- AED Located :1<sup>st</sup> Floor (Outside the Charles River Room)  
2<sup>nd</sup> Floor Hallway near the fire extinguisher

**Department of Public Works (DPW)** 470 Dedham Ave

- AED Located: 2<sup>nd</sup> Floor Hallway

**Library 1139** Highland Ave

- AED Located: Circulation Desk

**Recycling and Transfer Station (RTS)** 1421 Central Ave

- AED Located: Main office Building

**Council on Aging (COA)** 83 Pickering St

- AED Located: Hallway outside Yellow Room

For questions regarding AED units, please contact the Health Department at 781-455-7500 ext 511