
TO: Division of Rehabilitation Services (DORS) Field Office Employees

FROM: Krishnanda Tallur, Deputy State Superintendent, Operations and Finance

DATE: August 23, 2024

SUBJECT: Security, Emergency, and Maintenance Request Protocols for DORS Regional Offices

Purpose

This memorandum is to notify the DORS field office employees of the security, emergency, and maintenance request protocols.

Background

The DORS field offices are leased spaces managed by the Department of General Services (DGS) Lease Compliance and Enforcement Unit (LCEU) in compliance with the guidelines controlled by DGS, Office of Real Estate (ORE), LCEU.

The DORS field office employees shall adhere to the following security, emergency, and maintenance request protocols to establish a process for reporting and mitigating complaints.

Security Protocols

The DORS field office employees shall abide by the security procedures outlined in their building's security management plan. All internal doors leading from the reception area shall remain closed and locked, even during business hours. Prior to granting visitor access, the DORS staff must verify appointment status and photo identification (ID).

All employees should report suspicious behaviors such as unknown individuals loitering, strangers asking questions about buildings or people, abandoned bags or packages, unusual chemical smells, people identifying themselves without credentials, etc., to the local law enforcement agency or by dialing 9-1-1.

Emergency Management Protocols

The DORS field office employees shall abide by the security procedures outlined by the building's security management plan. All offices are required to:

- Conduct semi-annual security meetings with all field office staff members;
- Validate the purpose of each visitor and escort them throughout the building during their visit;
- Identify at least one staff member who is trained in basic first-aid and Cardiopulmonary Resuscitation (CPR);

- Ensure first-aid kits, fire extinguishers, exit signs, and smoke detectors are fully stocked and/or operational; and
- Verify that all staff members are aware of emergency evacuation procedures, routes of egress, and fire drill locations.

For additional emergency preparedness, please see the attached **Emergency Response Guides** for fire, suspicious package, medical emergency, bomb threats, active assailant, hazardous materials, power outage, and Shelter-in-Place.

Urgent Maintenance Request

- Any potential catastrophic situations, such as smoke, fire, or employee safety issues, should be reported to the emergency response team by dialing 9-1-1.
- Any maintenance issue that could potentially damage the building structure or create safety issues for employees (e.g., a power outage that impacts large areas of the building, a person or persons stranded in an elevator, a burning smell, a broken faucet, or an overflowing toilet in the restrooms) should be reported to the Director of Administration and Financial Services at 410-554-9414 during normal business hours (8:00 AM—5:00 PM). After these business hours, security should be notified at 410-554-9320.

Non-Urgent Maintenance Request

Any non-urgent maintenance requests, such as requesting a repair to a damaged floor or wall, replacing a light bulb, moving furniture, elevator issues, installing wall or ceiling fixtures, clogged but not overflowing toilets, or replenishing supplies in the restrooms, the staff shall contact the Field Office Supervisor. The Supervisor/Director will contact the landlord directly to manage the request.

Please email Darlene F. Peregoy, Director, Administration and Financial Services, DORS, at darlene.peregoy@maryland.gov should you have any questions regarding maintenance requests or report any unattended issues.