
TO: Division of Rehabilitation Services (DORS) Employees Located at 2301 Argonne Drive (HQ/WTC)

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

DATE: August 23, 2024

SUBJECT: Security, Emergency, and Maintenance Request Protocols for DORS HQ

Purpose

This memorandum is to notify the employees located at the DORS HQ/WTC of the security, emergency, and maintenance request protocols.

Background

The DORS HQ/WTC is located at Argonne Drive. DORS on-site employees manage the facility's security and maintenance.

The DORS HQ employees shall adhere to the following security, emergency, and maintenance request protocols for reporting and mitigating complaints.

Security Protocols

To ensure a safe working environment for employees in the building, the DORS HQ employees shall abide by the following security procedures:

- All MSDE employees are required to show the security officer a State of Maryland employee identification (ID) badge when entering the building.
- Any employee or visitor who does not show or possess a proper State of Maryland ID must provide a driver's license or photo ID, sign in as a visitor, and obtain a visitor's pass.
- If an employee or visitor does not have a driver's license or photo ID card, they must be escorted throughout the building during their visit.
- Each person entering the building on a Saturday, Sunday, or holiday must provide a driver's license, photo ID, or State of Maryland employee ID, sign in as a visitor, and obtain a visitor's pass.
- All visitors must remain in the lobby until a DORS HQ staff member can meet and escort them to the designated location.
- Children under the age of twelve must be registered and can be identified on the parent's or guardian's visitor's pass by their first name and relationship.

- Security is authorized to inspect any parcel (e.g. personal carrying case, a shopping or athletic bag, a box or carton) being removed from the premises. The security officer must request that the person carrying the parcel open it for visual inspection.
- All parcels and packages are subject to random inspections, including weekends and holidays.
- All employees should report suspicious behaviors and persons, 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 Security Desk at 410-554-9111.

Any employee who needs proper identification must contact the Office of Human Resources (OHR) at 410-554-9390 to schedule a photo session.

Emergency Management Protocols

For 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 other 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 Maintenance Supervisor at 410-554-9464 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 a wall or ceiling fixture, clogged but not overflowing toilets, or replenishing supplies in the restrooms must be placed using the InDORS work order system.

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.