

- Call the Technology Help Desk (1-877-357-3911) to establish an IT contact to help with identifying technology capabilities in the event of an emergency.
- Work with your IT contact to prepare a list of computer related equipment needed to operate from a remote command center. Consider items in Section 2.9 and below:
 - Computers
 - Cables
 - Cable TV service
 - Modems
 - Printers
 - Telephone lines and jacks
 - Fax machines
- Be prepared to provide the Help Desk with a list of technology needs whenever the request for support is made.

2.11 Emergency Needs of: Large Commercial & Industrial Customers; Municipals; Hospitals; Skilled Care and Special Needs Facilities

Assign company employee(s) - usually Key Account Reps – to document and communicate to field management, special considerations of critical care facilities, such as: hospitals/nursing homes; medical facilities (refer to Form 6.13); commercial/industrial customers that affect commerce, schools and institutions, day care facilities, etc.

2.12 Flood Prone Areas

(Refer to Form 6.14)

Prepare an index of flood prone areas by town, street, system number, and map number. Properly vent regulators (bottom vented or extended vented above anticipated water levels for service regulators).

2.13 Annually Review the Processes Associated with the Emergency Manual with Frontline Leadership

In addition to updating information within the manual, Operations Centers and other internal support groups performing emergency responsibilities (e.g., Engineering, Construction Services, System Operations, Gas Control Room), must review and update the Emergency Manual at least annually, not to exceed 15 months. This annual review must be documented and consist of date, location, who conducted the review, and attendees. The effectiveness of managing an incident is dependent on the awareness, knowledge, and training of company personnel in their assigned responsibilities during emergency situations. Form 2.13 may be used for the annual documentation.

2.14 Annual Incident Simulations

Annually, a simulation should be performed by using one of the following methods:

- Tabletop exercises:
 - Interactive discussions of hypothetical emergency situations with a small group
 - Include Gas Control Room personnel, if the situation could affect Gas Control Room operations
- Drills:
 - Limited in scope
 - Based upon evaluating interaction and coordination within specific work groups
 - Good indicator of participants’ knowledge of required policies and procedures

List of Critical Care Facilities

(Hospitals, Nursing Homes, etc.)

System Number	Location (Town/City/Boro)	Facility Name	Contact Name	Address	Phone Number
	Attleboro, Ma	Arbour Fuller Memorial	Nursing Supervisor	200 May Street, Attleboro 02703	508-761-8500
	Attleboro, Ma	Sturdy Memorial Hospital	Nursing Supervisor	211 Park Street, Attleboro 02703	508-222-5200
	Brockton, Ma	Signature Healthcare/Brockton Hospital	Nursing Supervisor	680 Centre Street, Brockton 02302	508-941-7000
	Brockton, Ma	Caritas Good Samaritan Cushing Campus	Nursing Supervisor	235 North Pearl St, Brockton 02301	508-427-3000
	Milford, Ma	Milford Regional Medical Center	Nursing Supervisor	14 Prospect Street, Milford, Ma.	508-473-1190
	Milton, Ma	Beth Israel Milton	Nursing Supervisor	199 Reedsdale Rd., Milton, Ma. 02186	617-696-4600
	Norwood, Ma	Caritas Norwood Hospital	Nursing Supervisor	800 Washington St, Norwood Ma. 02062	781-769-2950
	Pawtucket, R. I.	Memorial Hospital	Nursing Supervisor	111 Brewster St, Pawtucket, R. I. 02860	401-729-2000
	Pawtucket, R. I.	Columbia Blackstone Valley Hospital	Nursing Supervisor	333 School St #112, Pawtucket, RI 02860	401-728-3800
	Plymouth, Ma	Beth Israel Plymouth	Nursing Supervisor	275 Sandwich Street, Plymouth, Ma 02360	508-746-2000
	North Providence, RI	St. Joseph's Hospital	Nursing Supervisor	200 High Serv. Ave, N. Providence, RI 02904	401-456-3000
	Providence, R. I.	Rhode Island Hospital	Nursing Supervisor	593 Eddy St, Providence, R. I. 02905	401-444-4000
	Providence, R. I.	Roger Williams General Hospital	Nursing Supervisor	825 Chalkston Ave, Providence, RI 02908	401-456-2000

List of Critical Care Facilities

(Hospitals, Nursing Homes, etc.)

System Number	Location (Town/City/Boro)	Facility Name	Contact Name	Address	Phone Number
	Quincy, Ma.	Quincy Medical Hospital	Nursing Supervisor	114 Whitwell St., Quincy, Ma 02169	617-773-6100
	Taunton, Ma.	Morton Hospital and Medical Center	Nursing Supervisor	88 Washington St., Taunton, Ma. 02780	508-828-7000
	Stoughton, Ma.	New England Sinai Hospital Center	Nursing Supervisor	150 York St., Stoughton, Ma. 02780	781-344-0600
	Wareham Ma.	Tobey Hospital	Nursing Supervisor	101 Page Street, New Bedford, Ma. 02740	508-295-0880
	So. Weymouth, Ma.	South Shore Hospital	Nursing Supervisor	55 Fogg Rd., South Weymouth, Ma. 02190	781-340-8000
	Woonsocket, R.I.	Fogarty Memorial Hospital	Nursing Supervisor	Eddie Dowling Highway, Woonsocket, R.I. 02895	401-769-2200
	Woonsocket, R. I.	Landmark Medical Center	Nursing Supervisor	115 Cass Ave., Woonsocket, RI 02895	401-769-4100
	Brockton	Baypointe Rehabilitation & Skilled Care	Nursing Supervisor	50 Christy Place, Brockton, Mass. 02301	508-580-6800
	Brockton	Braemoor Rehabilitation & Nursing Center	Nursing Supervisor	34 North Pearl Street, Brockton, Mass. 02301	508-586-3696
	Brockton	Brockton Health & Rehabilitation Center	Nursing Supervisor	2 Beaumont Avenue, Brockton, Ma. 02301	508-588-8550
	Brockton	The Guardian Center	Nursing Supervisor	888 North Main Street, Brockton, Ma. 02301	508-587-6556
	Brockton	St. Joseph Manor Nursing Home	Nursing Supervisor	215 Thatcher Street Brockton, Ma. 02302	508-583-5834
	Brockton	TCU-Brockton Hospital	Nursing Supervisor	680 Centre Street, Bldg A, Level 3 Brockton, Ma. 02302	508-941-7000

List of Critical Care Facilities

(Hospitals, Nursing Homes, etc.)

System Number	Location (Town/City/Boro)	Facility Name	Contact Name	Address	Phone Number
	Brockton	West Acres Nursing Home & Rehabilitation	Nursing Supervisor	804 Pleasant Street, Brockton, Ma. 02301	508-583-6000
	Attleboro	Golden Living Center – Attleboro	Nursing Supervisor	27 George Street, Attleboro, Ma. 02703	508-226-1650
	Attleboro	Golden Living Center-Golden Palace	Nursing Supervisor	193-195 Pleasant Street, Attleboro, Ma. 02703	508-222-4950
	Attleboro	Life Care Center of Attleboro	Nursing Supervisor	969 Park Street, Attleboro, Ma. 02703	508-222-4182
	Canton	Commons Residence at Orchard Cove	Nursing Supervisor	1 Del Pond Drive, Canton, Ma. 02021	781-821-0820
	Canton	Hellenic Nursing & Rehabilitation Center	Nursing Supervisor	601 Sherman Street, Canton, Ma. 02021	781-828-7450
	Canton	Kindred Tower Hill Center – Health & Rehabilitation	Nursing Supervisor	One Meadowbrook Way, Canton, Ma. 02021	781-961-5600
	Duxbury	Bay Path At Duxbury Nursing & Rehabilitation	Nursing Supervisor	308 Kingstown Way Duxbury, Ma. 02332	781-585-5561
	Duxbury	Duxbury House Nursing Home	Nursing Supervisor	298 Kings Town Way Duxbury, Ma. 02332	781-585-2397
	Bridgewater	Bridgewater Nursing Home	Nursing Supervisor	16 Pleasant Street, Bridgewater, Ma. 02324	508-697-4616
	East Bridgewater	Sachem Skilled Nursing & Rehabilitation	Nursing Supervisor	66 Central Street East Bridgewater, Ma. 02333	508-378-7227

List of Critical Care Facilities

(Hospitals, Nursing Homes, etc.)

System Number	Location (Town/City/Boro)	Facility Name	Contact Name	Address	Phone Number
	Franklin	Franklin Health & Rehabilitation	Nursing Supervisor	130 Chestnut Street Franklin, Ma. 02038	508-528-4600
	Kingston	Wingate At Siler Lake Rehabilitation	Nursing Supervisor	17 Chipman Way Kingston, Ma. 02364	781-585-4100
	Medfield	Thomas Upham House	Nursing Supervisor	519 Main Street, Medfield, Ma. 02052	508-359-6050
	Medway	Medway Country Manor Skilled Nursing	Nursing Supervisor	115 Holliston Street Medway, Ma. 02053	508-533-6634
	North Attleboro	Madonna Manor Nursing Home	Nursing Supervisor	85 North Washington St. North Attleboro, Ma. 02760	508-699-2740
	North Easton	Southeast Healthcare Center	Nursing Supervisor	184 Lincoln Street North Easton, Ma. 02356	508-238-7053
	Norwell	Royal Norwell Knoll Nursing Home	Nursing Supervisor	329 Washington Street Norwell, Ma. 02061	781-659-4901
	Norwell	Southwood At Norwell Nursing Ctr	Nursing Supervisor	501 Cordwainer Drive Norwell, Ma. 02061	781-982-7450
	Randolph	Care One @ Randolph	Nursing Supervisor	49 Thomas Patten Drive Randolph, Ma. 02368	781-961-1160
	Raynham	Life Care Center of Raynham	Nursing Supervisor	546 South Street East Raynham, Ma. 02767	508-821-5700
	Scituate	Cardigan Nursing Home	Nursing Supervisor	59 Country Way Scituate, Ma. 02066	781-545-9477
	Scituate	Life Care Center of South Shore	Nursing Supervisor	309 Driftway, Box 830 Scituate, Ma. 02066	781-545-1370
	Sharon	Epoch Senior Healthcare of Sharon	Nursing Supervisor	259 Norwood Street Sharon, Ma. 02067	781-784-6781

List of Critical Care Facilities

(Hospitals, Nursing Homes, etc.)

System Number	Location (Town/City/Boro)	Facility Name	Contact Name	Address	Phone Number
	Stoughton	Blue Hills Health & Rehab Center	Nursing Supervisor	1044 Park Street Stoughton, Ma. 02072	781-344-7300
	Stoughton	Copley At Stoughton Nursing Care Center	Nursing Supervisor	380 Sumner Street Stoughton, Ma. 02072	781-341-2300
	Taunton	Golden Living Center-Wedgemere	Nursing Supervisor	146 Dean Street Taunton, Ma. 02780	508-823-0767
	Taunton	Longmeadow of Taunton	Nursing Supervisor	68 Dean Street-Rear Taunton, Ma. 02780	508-821-5700
	Taunton	Marian Manor of Taunton	Nursing Supervisor	33 Summer Street Taunton, Ma. 02780	508-822-4885
	Taunton	Taunton Nursing Home	Nursing Supervisor	350 Norton Avenue Taunton, Ma. 02780	508-822-1132
	Walpole	Kindred House Nursing & Rehabilitation	Nursing Supervisor	160 Main Street Walpole, Ma. 02081	508-660-3080
	West Bridgewater	Life Care Center of West Bridgewater	Nursing Supervisor	765 West Center Street West Bridgewater, Ma. 02379	508-580-4400
	Wrentham	Maples Rehabilitation & Nursing Center	Nursing Supervisor	90 Taunton Street Wrentham, Ma. 02093	508-384-7977
	Wrentham	Serenity Hill Nursing Center	Nursing Supervisor	655 Dedham Street Wrentham, Ma. 02093	508-384-3400

List of Critical Care Facilities

(Hospitals, Nursing Homes, etc.)

System Number	Location (Town/City/Boro)	Facility Name	Contact Name	Address	Phone Number
	Haverhill	Merrimack Valley Hospital		140 Lincoln Ave., Haverhill, MA 01830	
	Methuen	Holy Family Hospital		70 East St., Methuen, MA 01844	
	Lawrence	Lawrence General Hospital		1 General St., Lawrence, MA 01840	
	Lawrence	Sunbridge Colonial Heights Nursing Home		555 So. Union St., Lawrence, MA 01840	
	Methuen	Halcyon House		175 Berkeley St., Methuen, MA 01844	
	Methuen	Methuen Health & Rehab. Ctr. of Methuen		480 Jackson St., Methuen, MA 01844	
	Methuen	Henry C. Nevins Nursing Home		10-12 Ingalls Ct. Methuen, MA 01844	
	North Andover	Greenery Extended Care Center		75 Park St., No. Andover, MA 01845	
	Lawrence	Sunbridge of Woodmill Conv. Home		800 Essex St., Lawrence, MA 01840	
	Andover	Academy Manor		89 Morton St., Andover, MA 01810	
	Lawrence	Berkeley Nursing Center		150 Berkeley St., Lawrence, MA 01841	
	Lawrence	Mary Immaculate Health Care		189 Maple St., Lawrence, MA 01841	

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(Hospitals, Nursing Homes, etc.)

System Number	Location (Town/City/Boro)	Facility Name	Contact Name	Address	Phone Number
	Lawrence	Mary Immaculate Nursing Home		172 Lawrence Street Lawrence, MA 01841	
	North Andover	Edgewood Lifecare		575 Osgood St., North Andover, MA 01845	
	North Andover	Prescott House		140 Prescott St., North Andover, MA 01845	
	Andover	Wingate of Andover		80 Andover St., Andover, MA 01810	
	North Andover	Sutton Hill Center		1801 Turnpike St., North Andover, MA 01845	

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(Hospitals, Nursing Homes, etc.)

System Number	Location (Town/City/Boro)	Facility Name	Contact Name	Address	Phone Number
	Northampton, MA	Cooley Dickinson	Please call Main Phone #	30 Locust Street, Northampton, MA 01060	413-582-2000
	Holyoke, MA	Holyoke Hospital	Please call Main Phone #	575 Beech Street, Holyoke, MA 01040	413-534-2500
	Springfield, MA	Mercy Hospital	Please call Main Phone #	271 Carew Street, Springfield, MA 01101	413-748-9000
	Springfield, MA	Olympus Specialty Hospital	Please call Main Phone #	1400 State Street, Springfield, MA 01101	413-787-6700
	Westfield, MA	Noble Hospital	Please call Main Phone #	115 West Silver Street, Westfield, MA 01085	413-568-2811
	Holyoke, MA	Providence Hospital	Please call Main Phone #	1233 Main Street, Holyoke, MA 01040	413-536-5111
	Springfield, MA	Baystate Medical Center	Please call Main Phone #	759 Chestnut Street, Springfield, MA 01101	413-794-0000 or 413-794-3233 Emergency
	Springfield, MA	Wesson Memorial Hospital	Please call Main Phone #	140 High Street, Springfield, MA 01101	413-794-0000
	Palmer, MA	Wing Memorial Hospital	Please call Main Phone #	40 Wright Street, Palmer, MA 01069	413-283-7651