

DUQUESNE UNIVERSITY

ELEVATOR RESCUE PROGRAM

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Purpose

This procedure is to ensure safe, effective rescue of trapped personnel from elevator cars throughout Duquesne University.

Scope

This procedure covers all elevators throughout Duquesne University campus.

Procedure

When an elevator malfunctions and passengers are trapped inside an elevator car, the following procedure will be followed:

- Only qualified Service One/Maintenance Mechanic personnel, as designated by Facilities Management supervision, are authorized to carry out this Rescue Procedure.
- If Public Safety is contacted first via the elevator phone, Public Safety will notify the Facilities Management front office or Service One depending on the time of day. The Facilities Management or Public Safety will dispatch the corresponding elevator service company (see attachment) to the scene.
- If the Facilities Management is contacted first, the front office will notify Public Safety, the corresponding elevator company, and Service One or the Maintenance Mechanic for that particular building.
- The Facilities Management or Public Safety will obtain an estimated time of arrival (ETA) from the corresponding elevator service company. This information will be passed on to responding Public Safety officer, Service One and/or the Maintenance Mechanic.
- Public Safety, a certified elevator technician, and Service One / Maintenance Mechanic will be dispatched to the scene. Public Safety will maintain communication with the passenger(s) during the entrapment and inform the passenger(s) of the procedure that will follow. The officer at the scene

will inform the passenger(s) not to attempt to open the elevator doors or the overhead hatch. The officer on the scene will assess the situation and determine physical and emotional stress. The officer will also assure the passenger(s) they are not in any danger and that help is on the way. If immediate medical attention is required, the officer on the scene will contact the City of Pittsburgh Paramedics.

- If an elevator car is aligned with the floor and provides a safe exit condition for the passenger(s), Service One / Maintenance Mechanic will help rescue the trapped passenger(s).

Before any attempt to rescue the trapped passenger(s) occurs, it is mandatory for the Service One / Maintenance Mechanic to pull and lock out the main disconnect switch to the OFF position for that elevator. This is the first step Service One / Maintenance Mechanic will perform once they have arrived at the scene. **THIS WILL KEEP THE ELEVATOR IN PLACE AND PREVENT ANY MOVEMENT.**

A safe exit condition for Service One / Maintenance Mechanic consists of **NO MORE THAN A SIX (6) INCH DIFFERENCE** between the floor that they are on and the floor of the elevator car. Service One/Maintenance Mechanic will determine this difference, to the best of their ability, without placing any passenger(s) in danger. If this distance is greater than six (6) inches Duquesne University employees are **NOT** authorized to help rescue trapped passengers. If the distance between the floor and the elevator car can not be determined, Duquesne University employees are **NOT** authorized to help rescue trapped passengers. Duquesne University employees are **NOT** authorized to replace any fuses and/or reset velocity switches for any campus elevator.

- When Duquesne University employees are not authorized to help rescue the trapped passenger(s), **ONLY** a certified service technician from Duquesne University's elevator service companies has the authority to open the elevator doors and help rescue the trapped passenger(s). The certified service technician is the only person authorized to replace fuses, reset velocity switches, and/or reset the main disconnect switch for campus elevators.
- The responding Public Safety officer will remain at the scene until all passengers are rescued safely.
- Service One/Maintenance Mechanic will remain at the scene unless another priority/emergency situation arises that would require immediate response. If Service One/Maintenance Mechanic leaves the scene, continual contact should be made available with the responding Public Safety officer.
- If Service One/Maintenance Mechanic responds to an entrapment and no one is trapped inside the elevator car, the following steps will be followed:
 1. Determine if the elevator is in working condition. If the elevator car is running safely, leave the elevator car in operation.
 2. If the elevator car is not working properly, 1 of 2 scenarios must be followed:
 - A. If the call is during normal working hours, 8am to 4pm Monday through Friday and a non-holiday, Service One/ Maintenance Mechanic will contact the Facilities Management with appropriate information (building, elevator car number). Facilities Management will determine the urgency of having the elevator car repaired based on operational needs and/or campus activities.

- B. If the call is during off-hours or a scheduled holiday, Service One/Public Safety, to the best of their ability, will make a judgement call to determine the urgency for repair. This judgement call must take into consideration operational needs and/or campus activities for that night, holiday and/or weekend. The supervisor on-call may be contacted if needed. If repair is needed immediately, Service One will take the elevator car out of service and Public Safety will contact the appropriate elevator service company. If the repair can wait until normal working hours, Service One will remove the car from service and signify the need for Facilities Management to contact the elevator service company on his/her nightly report(s).
- During off-hours, weekends and holidays, the elevator service company responding to the call must notify Public Safety (x6002) to inform the University they are on the scene to investigate and resolve the problem. When finished, the elevator service company must contact Public Safety again to inform the University that the service company has left the campus. Any pertinent information regarding the elevator serviced must be conveyed to Public Safety at this time.
 - Public Safety will be responsible for passing on any instructions or recommendations the elevator service company has given to the Facilities Management staff on duty.

NOT ALL ENTRAPMENT SCENARIOS CAN BE COVERED IN THIS PROCEDURE. A COMMON SENSE APPROACH MUST BE APPLIED WHILE ATTEMPTING TO RESCUE ANY TRAPPED PASSENGER(S). IF, FOR ANY OTHER REASON, A SAFE EXIT CONDITION DOES NOT EXIST, DO NOT ATTEMPT TO OPEN ELEVATOR DOORS.

IF THERE IS A LIFE OR DEATH SITUATION, SECURE THE AREA AND MAKE EVERY ATTEMPT TO CREATE AN EXIT CONDITION AS SAFE AS POSSIBLE BEFORE ATTEMPTING TO RESCUE THE TRAPPED PASSENGER(S).

This Program will be reviewed at least annually or sooner when deemed necessary.