

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:

1. If Public Safety is contacted first via the elevator phone, Public Safety will notify the Facilities Management front office or Maintenance Staff depending on the time of day. The Facilities Management or Public Safety will dispatch the corresponding elevator service company to the scene.
2. If the Facilities Management is contacted first, the front office will notify Public Safety, the corresponding elevator company, and the maintenance staff for that particular building.
3. Public Safety, maintenance staff, and an elevator technician (from our elevator service provider) 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.
4. The first step maintenance staff will perform once they have arrived at the scene is to confirm the elevator is malfunctioning. The maintenance staff should then cycle the main disconnect switch no more than twice, waiting 30 seconds without power before restoring

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power, to help clear any software errors. If no positive results occur, then it is mandatory for the maintenance staff to pull and lock out the main disconnect switch to the OFF position for that elevator. **THIS WILL KEEP THE ELEVATOR IN PLACE AND PREVENT ANY MOVEMENT.**

5. Duquesne University employees are not authorized to open elevator doors to rescue the trapped passenger(s), **ONLY** a service technician from Duquesne University's elevator service provider has the authority to open the elevator doors and rescue the trapped passenger(s). The service technician is the only person authorized to replace fuses, reset velocity switches, and/or reset the main disconnect switch for campus elevators.
6. The responding Public Safety officer will remain at the scene until all passengers are rescued safely.
7. Maintenance staff will remain at the scene unless another priority/emergency situation arises that would require immediate response. If maintenance staff leaves the scene, continual contact should be made available with the responding Public Safety officer.
8. If maintenance staff responds to an entrapment and no one is trapped inside the elevator car, this procedure should 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 in service, 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, maintenance staff 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, maintenance/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 will be contacted. If repair is needed immediately, maintenance will take the elevator car out of service and Public Safety will contact our Duquesne University elevator service provider. If the repair can wait until normal working hours, maintenance will remove the car from service, following lock out/tag out procedures, and signify the need for Facilities Management to contact the elevator service company on his/her nightly report(s).
9. 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.

Training

This Duquesne University Supervisor will train maintenance staff in the procedure (see #4 above) as necessary. This policy will be reviewed on an annual basis and refresher training will be provided.

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.