



## **ELEVATOR ENTRAPMENT PROCEDURE**

### **Purpose**

This procedure was developed to ensure a safe, effective rescue in the event that passengers become trapped in elevator cars throughout the University of Toronto Mississauga (UTM) campus.

### **Scope**

This procedure covers all elevators throughout the UTM campus.

### **Procedure for Elevator Entrapment**

#### ***University Personnel***

In the event that an elevator malfunctions resulting in passengers being trapped inside an elevator car, the following procedure is to be followed:

1. Only qualified personnel from the elevator Service Provider are authorized to open the elevator doors and to assist the trapped passenger(s) in exiting the cab. UTM employees are not authorized to assist trapped passenger(s).
2. Upon being contacted by the entrapped passenger(s) via the elevator phone, Campus Police will notify the Facilities Management & Planning Utilities Operations personnel (Building Engineer) on duty. The Building Engineer will dispatch the corresponding elevator Service Provider to the campus.
3. If immediate medical attention is required, Campus Police will call 911 to request emergency medical assistance.
4. The Building Engineer will obtain an estimated time of arrival (ETA) from the elevator Service Provider, which will be then be communicated to Campus Police.
5. The following individuals will be dispatched to the scene:

- Campus Police, a certified Elevator Technician, and a Building Engineer

Campus Police will maintain communication with the passenger(s) during the event and will inform the passenger(s) of the procedure that follows. The elevator may begin moving again without notice, so attempts to exit the elevator without professional assistance pose a serious risk. Therefore, passenger(s) will be



advised not to attempt to open the elevator doors or to use the overhead hatch, and to stand away from the doors.

6. The Campus Police officer on the scene will assess the situation and determine the passengers' level of physical and/or emotional stress. The officer will also reassure the passenger(s) that they are not in any danger and keep them informed of the progress.
7. When possible, the Campus Police officer will remain at the scene until all passengers are able to exit the elevator cab safely.
8. The Building Engineer will remain at the scene unless another priority/emergency situation arises that requires an immediate response. If the Building Engineer is unable to remain at the scene, he/she will remain available to the Campus Police officer.

### ***Persons Entrapped***

Being mechanical equipment, elevators are subject to occasional mechanical issues, including failure. Though entrapment in an elevator is an uncommon occurrence, it is necessary to develop and communicate rescue procedures should entrapment occur.

In the event that an elevator malfunctions and you become trapped inside an elevator car, the following procedure is to be followed:

1. Remain calm.
2. Call for assistance using either the elevator phone and/or the alarm button. If medical attention is required, notify the responding UTM Campus Police officer immediately.
3. For safety reasons, do not attempt to try to pry open the doors or to use the overhead hatch.
4. UTM Building Engineers will notify the elevator service provider immediately. In the case of passenger entrapment, the service provider will dispatch an elevator technician without delay.
5. Continue to stay in communication with the Campus Police officer during entrapment.