Elevator Rescue Procedure

Environmental Health and Safety Office

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I. Purpose:

This procedure is to ensure the safe and effective rescue of personnel that may become trapped in an elevator on campus. It does not cover unoccupied elevators that are out-of-service.

II. Scope:

This procedure covers all elevators throughout the UNC Charlotte campus.

III. Responsibility:

1. Facilities Management is responsible for managing the elevator service contract and ensuring appropriate safety measures are followed.
2. Environmental Health and Safety is responsible for reviewing this procedure and communicating changes with the appropriate departments.
3. Police and Public Safety (PPS) is responsible for securing the elevator and assisting various organizations such as Charlotte Fire Department, Elevator Service Contractor, Emergency Medical Services (EMS), Facilities Management etc.
4. Elevator Service Company is responsible for providing timely response, assisting in rescues, repairing elevator and following proper safety procedures.
5. In the event of a medical emergency, the Charlotte Fire Department and EMS will take command of the incident.

IV. Definitions:

UNCC Elevator Liaison Personnel-

Facilities Management Zone 5 Supervisor – 704-687-0582
Facilities Management Processing Assistant – 704-687-0584
Facilities Management Zone 5 Supervisor’s Cell 704-654-6617

Housing Residence Life Elevators (KONE Elevators) 877 276-8691

All Other Elevators (ThyssenKrupp Elevators) 704 529-1000

V. Elevator Entrapment Procedure:

1. Personnel on elevator use phone to call Police and Public Safety (PPS) Dispatcher.

2. Police and Public Safety Dispatcher direct officers to location and calls appropriate elevator company (KONE Elevator at (877) 276-8691 for Housing Residence Life elevators and ThyssenKrupp Elevators at (704) 529-1000 for all other elevators.) The Police Dispatcher will then send a notification to Facilities Management Zone 5 Supervisor at (704) 687-0582 or 980 722-6437.

3. PPS Officer will determine if there is a medical emergency. If there is a medical emergency, the officer will contact PPS Dispatch for Charlotte Fire Department assistance. If there no medical emergency, the officer waits for elevator service company to arrive.
4. PPS Officer will stay on scene to verbally assist the personnel in the elevator. When the Charlotte Fire Department arrives, they will take command of the incident. PPS Officers should not under any circumstances try to open an elevator.

5. The Charlotte Fire Department and EMS will take the necessary measures to assist the individuals in the elevator.

6. Elevator Service Company will ensure adherence to safety precautions (e.g. lock out tag out, elevator car position level, out-of-service signage, etc.) during rescue, repairs and placing the elevator back in service.

VI. Procedure for Items Dropped Down Elevator Shift:

1. Notify the Facilities Management Zone 5 Supervisor at (980) 722-6437.

2. Facilities Management will complete a work order to have the elevator service company retrieve the property. Facilities Management will need to complete the information on the phone who is requesting the retrieval so they can be billed for the service call.

3. No University personnel should attempt to retrieve property from an elevator shaft.