

i. Outline

ELEVATOR CONTINGENCY PLAN

UPON NOTIFICATION OF AN ELEVATOR **ENTRAPMENT**

When Reception is On-Duty

Reception

- **Notify**
 - Elevator service company
 - Maintenance
 - Security
 - Director of Care / Delegate

See Page 3

When Reception is Off-Duty

Security Operations Centre

- **Notify**
 - Elevator service company
 - Director of Care / Delegate
 - Security Mobile Patrol

See Page 4

UPON NOTIFICATION OF AN ELEVATOR **MALFUNCTION**

When Reception is On-Duty

Reception

- **Notify**
 - Elevator service company
 - Maintenance
 - Security
 - Director of Care / Delegate

When Reception is Off-Duty

Director of Care/Delegate

- **Notify**
 - Elevator service company

See Page 7

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1.0 General Overview

1.1 Purpose

The purpose of this plan is to ensure the proper response to the discovery of an entrapped person in an elevator and/or upon notification of an elevator malfunction.

1.2 Hazards of Elevator Entrapments

Being trapped in an elevator could present a significant hazard to an affected individual depending on his/her physical health and psychological status. As a result, this plan was created to ensure prompt and coordinated response to elevator entrapments as well as elevator malfunctions, which could lead to entrapments.

The elevator service company has the responsibility to attend and service malfunctioning elevators, as well as to free entrapped persons. In an extreme emergency the Fire Department would be called to extract an entrapped person from an elevator.

Staff members are never to interfere with a malfunctioning elevator or attempt to free an entrapped person.

Interfering with a malfunctioning elevator may result in serious harm to yourself or an entrapped person.

1.3 Reporting Elevator Malfunctions

If staff suspect an elevator is malfunctioning they should notify Reception (or the Director of Care/Delegate when Reception is off-duty) as soon as possible to ensure an entrapment does not occur.

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2.0 Response & Recovery – Trapped Occupant

Response

2.1 Upon Notification of a Trapped Occupant

When Reception Is On-Duty – Daily 0700-2000 Hrs

(Call received from Elevator Phone – Calls go to 4444 – Reception line)

Reception

Ask the following questions of the caller:

- What is your name?
- Are you a resident?
 - If yes: Which home area are you from?
- Do you currently have any medical issues?

***** Request the caller to call you back via the elevator phone or push button if any further problems arise. Notify them that a staff member will be communicating with them through the elevator door for the duration of the entrapment. *****

Notify:

- Elevator service company. Provide elevator number (elevator numbers are available in Appendix A), floor number and reason for call; **trapped occupant(s)**
- Maintenance
- Kingston Hospitals' Security Operations Centre (**613-549-6666 ext. 4142**)
- Director of Care/Delegate
- Resident's Home Area

Director of Care/Delegate

- Respond to the elevator doors on the floor that the occupants are trapped to verbally reassure occupant(s) that the elevator technician will arrive ASAP. At least one person must remain at the elevator with the trapped occupant for the duration of the entrapment
- If the trapped occupant is a resident, request a staff member, familiar with the resident, attend the elevator to assist in keeping him/her calm
- Assess condition of occupant(s) and contact medical help if needed. If required, notify Security to contact the Fire Department to assist with the extraction of the trapped occupants
- Do not to attempt** to free the trapped occupant
- Update Security upon their arrival
- Elevator only to be returned to service after the fault is identified and corrected by the service provider

Maintenance

- Respond to the elevator doors on the floor that the occupants are trapped to verbally reassure occupant(s) that the elevator technician will arrive ASAP. At least one person must remain at the elevator with the trapped occupant for the duration of the entrapment
- If required, notify Security to contact the Fire Department to assist with the extraction of the trapped occupant
- Do not to attempt** to free the trapped occupant
- Update Security upon their arrival

Kingston Hospitals' Security Operations Centre Operator

- Upon notification of an elevator entrapment at Providence Manor dispatch Security Mobile Patrol to the site
- If requested**, notify the Fire Department to assist with emergency extraction of the trapped occupants

Security Mobile Patrol Supervisor

- Upon notification of an elevator entrapment at Providence Manor proceed to the site of the entrapment and remain at the elevator until the occupant(s) is removed
- Record the name, address, phone number, of the trapped person(s) and complete a Security incident report
- If emergency extraction is required, notify the Kingston Hospitals' Security Operations Centre to call the Fire Department

When Reception Is Off-Duty – Daily 2000-0700 Hrs

(Call received from Elevator Phone – Calls go to the emergency 4444 extension, which is forwarded to Kingston Hospitals' Security Operations Centre)

Kingston Hospitals' Security Operations Centre Operator

- Upon notification of an elevator entrapment at Providence Manor notify:
 - Elevator service company. Provide elevator number (elevator numbers are available in Appendix A), floor number and reason for call; **trapped occupant(s)**
 - Director of Care/Delegate - (613-541-8017) and inform her/him of the entrapment, that elevator service company has been contacted, and the elevator technician's estimated time of arrival
 - Security Mobile Patrol and dispatch to the site
 - If requested notify the Fire Department to assist with emergency extraction of the trapped occupants

Security Mobile Patrol Supervisor

- Upon notification of an elevator entrapment at Providence Manor proceed to the site of the entrapment and remain at the elevator until the occupant(s) is removed

- Record the name, address, phone number, of the trapped person(s) and complete a Security incident report
- If emergency extraction is required, notify the Kingston Hospitals' Security Operations Centre to call the Fire Department

Director of Care/Delegate

- Respond to the elevator doors on the floor that the occupants are trapped to verbally reassure occupant(s) that the elevator technician will arrive ASAP. At least one person must remain at the elevator with the trapped occupant for the duration of the entrapment
- Assess condition of occupant(s) and contact medical help if needed. If required, notify Security to contact the Fire Department to assist with the extraction of the trapped occupants
- Do not to attempt** to free the trapped occupant
- Update Security upon their arrival
- Notify Vice President, Long Term Care, as required
- Elevator only to be returned to service after the fault is identified and corrected by the service provider

Recovery**2.2 Upon Notification that the Crisis Has Concluded****Reception**

- Notify the following that the entrapment has been resolved:
 - Maintenance, if not already aware
 - Kingston Hospitals' Security Operations Centre (613-549-6666 ext. 4142)
 - Director of Care/Delegate
- Attend debriefing if required
- Resume normal duties

Director of Care/Delegate

- Reassess condition of occupant(s) after removal from elevator and contact medical help, if required
- Notify Vice President, Long Term Care
- Complete an incident report, as required
- Conduct a debriefing session with involved staff, if required
- Resume normal duties

Maintenance

- Ensure the elevator service company has notified Reception that the elevator has been repaired

- If Reception is not on duty, notify the Security Mobile Patrol Supervisor that the entrapment has been resolved
- Attend a debriefing if required
- Resume normal duties

Kingston Hospitals' Security Operations Centre Operator

- If Reception is not on duty, notify the following that the entrapment has been resolved:
 - Maintenance, if not already aware
 - Director of Care/Delegate
- Resume normal duties

Security Mobile Patrol Supervisor

- Record the name, address, phone number, of the trapped person(s) and complete a Security incident report
- If Reception is not on duty, notify Kingston Hospitals' Security Operations Centre Operator that the entrapment has been resolved
- Attend debriefing session, if required
- Resume normal duties

3.0 Elevator Malfunction

Response

3.1 Upon Notification of an Elevator Malfunction

When Reception Is On-Duty – Daily 0700-2000 Hrs

Reception

- Notify:
 - Elevator service company. Provide elevator number (elevator numbers are available in Appendix A), floor number and reason for call; **malfunction**
 - Maintenance (if not already aware)

Maintenance

- Post signage at the affected elevator(s)

When Reception Is Off-Duty – Daily 2000-0700 Hrs

Director of Care/Delegate

- Notify:**
 - Elevator service company. Provide elevator number (elevator numbers are available in Appendix A), floor number and reason for call; **malfunction**

3.2 Sydenham Elevator # 4 Malfunction

When Reception Is On-Duty – Daily 0700-2000

Reception

- Notify:**
 - Elevator service company. Provide elevator number (elevator numbers are available in Appendix A), floor number and reason for call; **malfunction**

Maintenance

- Post signage with direction indicating alternative elevators
- Implement Dietary elevator usage plan

When Reception Is Off-Duty – Daily 2000-0700 Hrs

Director of Care/Delegate

- Notify:**
 - Elevator service company. Provide elevator number (elevator numbers are available in Appendix A), floor number and reason for call; **malfunction**
 - Ensure elevator service company has posted signage with direction indicating alternative elevators

- Implement Dietary elevator usage plan

Recovery

3.3 Upon Notification that the Elevator is Repaired

Reception

- Notify:
 - Maintenance (if not already aware)
 - Director of Care/Delegate

Director of Care/Delegate

- Ensure signage has been removed

Maintenance

- Ensure Elevator service company technician has informed Reception when elevator is repaired and returned to service
- Remove signage

4.0 Appendix A - Elevator Function And Identification

4.1 Elevator List:

Elevator # 1 = Montreal St., farthest from stairway 3

Elevator # 2 = Montreal St., closest to stairway 3

Elevator # 3 = Dietary

Elevator # 4 = Main (Sydenham Lobby)

4.2 Recall Operation:

Elevator # 1: General recall to level 1. Alternate to level 2 if alarm pulled on level 1

Elevator # 2: General recall to level 1. Alternate to level 2 if alarm pulled on level 1

Elevator # 3: General recall to level 1. No alternate. If the alarm is pulled on level 1 the elevator will still travel to level 1 but the doors will not open.

Elevator # 4: General recall to level 2. No alternate. If the alarm is pulled on level 2 the elevator will still travel to level 2 but the doors will not open.

Note: Elevator number 1 is the fire department's main elevator. In the main fire panel room on Sydenham 2, the Fire Department can select any of the other elevators for use, if needed.

Work is in effect to provide all elevators with the capacity to recall to alternate floors when an alarm is activated on their normal recall floor.

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