I. PURPOSE

This policy provides guidance in how to assist when a person is trapped in an elevator that is not working.

II. SCOPE

All buildings on the Villanova University campus

III. DEFINITIONS

None

IV. POLICY STATEMENT

It is the policy of Villanova University to respond promptly and safely to elevator entrapment situations. Public Safety Department staff respond internally and contact third party responders. Facilities Maintenance staff maintains a complete set of normal and emergency operation elevator keys, respond to entrapment situations when contacted by Public Safety, and contract elevator maintenance contractors.

V. PROCEDURE (if applicable)

1. When Public Safety receives notice of an individual trapped in an elevator they
   a. Dispatch an officer
   b. Contact the Facilities Maintenance Office
      i. Work Coordinator (X94420) during normal business hours
      ii. FMO “duty person” (via radio) during off hours
2. Public Safety and FMO respond to the elevator location.
   a. During normal business hours FMO supervisor and mechanics respond
   b. During off hours FMO mechanics respond and notify the on-call supervisor by phone.
3. Public Safety remains at the scene and in communication with the individual(s) trapped in the elevator until the rescue has been completed.
4. If Public Safety determines that one or more of the trapped individual(s) is suffering a serious health emergency, Public Safety will call external emergency responders (fire department will automatically be accompanied by emergency medical responders) to remove the individual(s) from the elevator car. When external emergency responders arrive on the scene, they assume command of all rescue efforts.
5. Under non-emergency circumstances, FMO will attempt to reset the elevator:
   a. Keeping the doors closed, turn OFF the Main Power switch
   b. Wait 30 seconds
   c. Turn ON the Main Power switch
   d. Wait 5 minutes to allow elevator to reset
   e. Repeat one additional time only.
f. If unsuccessful, lock out the elevator, in accordance with the Villanova Lockout/Tagout Policy.

6. If that is unsuccessful, FMO will use the elevator door key to open the outer doors and determine the position of the elevator car relative to the floor below.

7. Using the following general guidance, if the elevator car is in the position noted in (a), (b), or (c) below, FMO will attempt to open the elevator car door and assist Public Safety with removal of the individual(s):
   a. For an individual in a motorized wheelchair – offset from the floor by no more than 2 inches
   b. For an individual in a manually operated wheelchair – offset from the floor by no more than 7 inches
   c. For all others – offset from the floor by no more than 18 inches.

8. If the elevator car offset exceeds these guidelines, Public Safety will call external emergency responders to remove individual(s) from the elevator car.

9. If necessary the elevator maintenance contractor will also be notified by FMO, upon request of Public Safety.

VI. RELATED INFORMATION/FORMS

None

VII. HISTORY

Originally issued March 2016

Updated July 2018 into new format

VIII. RESPONSIBLE UNIVERSITY DIVISION/DEPARTMENT

Robert Morro
Vice President for Facilities Management
610.519.4589

IX. RESPONSIBLE ADMINISTRATIVE OVERSIGHT

Director of Public Safety and Chief of Police
Public Safety
610.519.6982