PERRIS UNION
HIGH SCHOOL DISTRICT

ELEVATOR EMERGENCY OPERATING PROCEDURES

For Plant Supervisors, Site Administration And M&O Staff

GUIDELINES FOR RESPONDING TO ELEVATOR ENTRAPEMENTS

Standard emergency procedures for elevator entrapment are implemented to ensure the immediate safety and well-being of individuals, provide clear guidance to responders, minimize potential risks, and facilitate a prompt and organized rescue. The procedures outlined in this document provide guidance on what to do before, during, and after an elevator entrapment occurs.

EMERGENCY PROCEDURES FOR ELEVATOR ENTRAPMENT

INITIAL RESPONSE: ELEVATOR ENTRAPMENT

Immediately notify the fire department by calling **9-1-1**. Firefighters are trained and equipped with specialized keys and tools necessary to safely open elevator doors and operate the elevator car during rescue operations. Also, request emergency service assistance by calling the Elevator Service Contractor to notify the dispatcher that someone is trapped in an elevator. Determine the estimated time of arrival for the Elevator Technician.

Collect as much information as possible regarding the situation. Determine the number of people in the elevator and whether any of the occupants are injured, in immediate danger, or if other life-threatening conditions exist. If an injury is reported, immediately contact the appropriate medical response personnel (i.e., local EMS and fire rescue services).

ELEVATOR & ACCESSIBILITY LIFT SERVICE CONTRACTOR	
KONE	**1-877-276-8691** KONE SERVICE CENTER **(24/7)**

STEP 1 - IMMEDIATE RESPONSE ACTIONS

- ☐ Immediately contact the Fire Department by calling **9-1-1**
- ☐ Request emergency service assistance by calling the Elevator Service Contractor to notify them that someone is trapped in an elevator. **1-877-276-8691 KONE SERVICE CENTER (24/7)**
  Determine the estimated time of arrival for the Elevator Technician.

When reporting an Elevator Entrapment or Failure, provide the following information to the dispatcher:

- ☐ Caller's Name
- ☐ School Site & Location (e.g., building, address, floor)
- ☐ Elevator number (usually posted inside the elevator car near the controls)
- ☐ Number of people trapped (if persons or students are trapped)
- ☐ Any injuries, life-threatening conditions, or additional information
- ☐ Details of the issue, if known (power outage, doors not working, stalled between floors)
- ☐ Known hazards (such as smoke from a fire or strong chemical smells)

COMMUNICATION PROCEDURE

STEP 2 - KEEP COMMUNICATION OPEN

Communication is Key. Talk to the occupant(s) inside the elevator if they can hear you. Once verbal communication has been established, inform them that steps are being taken to evacuate them from the elevator car. Provide expected timelines. Instruct occupant(s) to stay clear of the doors since they may be opened.

Reassure trapped elevator occupants by stating:

“Help is here. We are contacting the right people now.”
“Please remain calm. Help is on the way.”
“Emergency responders/elevator service technicians are on their way to assist you.”
“Rescue is expected within approximately [time], and we will keep you updated.”

- Meet with the local fire department when requested, provide details of the occupants and actions performed, and maintain communication with the elevator contractor during the event to avoid activities that could endanger passengers, mechanics, or other people responding to the scene.

INFORM SCHOOL ADMINISTRATION & APPLICABLE STAFF

STEP 3 - NOTIFICATION OF DISTRICT STAFF

Notify the following District personnel immediately:

DISTRICT CONTACTS	TELEPHONE NUMBER
Eddie Oregel, Director of M&O	(714) 599-2180
David Aguilera, Asst. Director of M&O	(951) 322-0670
After Hours On-Call Emergency Maintenance	(951) 757-8787

The following staff should also be contacted:

- Plant Supervisor
- School Administration Team, e.g., Principal, Assistant Principal

IMPORTANT SAFETY REMINDERS

STEP 4 - ACTIONS TO AVOID

- ☐ **DO NOT** force elevator doors open
- ☐ **DO NOT** cut power unless directed by M&O
- ☐ **DO NOT** attempt to move the elevator car manually
- ☐ **DO NOT** allow students to climb out

ELEVATOR SAFETY PRECAUTIONS

STEP 5 - KEEP THE AREA CLEAR

- ☐ Keep students and staff away from the doors.
- ☐ M&O staff members must stay nearby until the Elevator Technician or the fire rescue team arrives.
- ☐ Post OUT OF SERVICE sign.
- ☐ Secure the area with caution tape.

ELEVATOR MAINTENANCE

STEP 6 - REASONS TO SHUT DOWN AN ELEVATOR FOR MAINTENANCE

Safety & Mechanical Issues

- ☐ Sudden stops, jerking, or unusual vibrations.
- ☐ Strange noises or a burning smell.
- ☐ Malfunctioning doors (not opening/closing properly).
- ☐ The car is not leveling properly.
- ☐ Alarm sounding.
- ☐ Water intrusion in a building.
- ☐ Control Panel Malfunction.

Maintenance & Inspection

- ☐ Scheduled preventive maintenance.
- ☐ Emergency repairs.
- ☐ Safety inspections or testing.
- ☐ Component replacement or upgrades.

Environmental & External Conditions

- [ ] Fire alarm activation.
- [ ] Smoke, fire, or water egress in the shaft or car.
- [ ] Flooding in the pit or machine room.
- [ ] Earthquake or building structural concerns.

Emergency Situations

- [ ] Passenger entrapment.
- [ ] Medical emergency inside the elevator.
- [ ] After a rescue incident.

Other

- [ ] Failure to meet safety inspection standards.
- [ ] Misuse that causes unsafe conditions.
- [ ] Vandalism or damage.

TEMPORARY ELEVATOR SHUT-DOWN PROCEDURE

STEP 7 - TEMPORARY ELEVATOR SHUT DOWN PROCEDURE

- ☐ Turn the elevator key to “OFF”.
- ☐ Secure the area.
- ☐ Stand guard in case students try to enter the area.
- ☐ If ADA individuals rely on elevator access, coordinate immediately to provide:
    - Alternative routes.
    - Staff support for movement between floors.
    - Temporary relocation of classrooms/office (coordinate with site Administration).

NOTIFY:

DISTRICT CONTACTS	TELEPHONE NUMBER
Eddie Oregel, Director of M&O	(714) 599-2180
David Aguilera, Asst. Director of M&O	(951) 322-0670
After Hours On-Call Emergency Maintenance	(951) 757-8787

- ☐ M&O Director and Assistant Director of M&O
- ☐ Site Plant Supervisor
- ☐ Site Administrator
- ☐ Kone Service Center

Documentation:

- ☐ Fill out and complete the Elevator Incident Reporting Form. Record the time of the call, communication attempts, and assistance dispatched in the elevator incident log.
- ☐ Record:
    - ☐ Date/time taken out of service
    - ☐ Reason taken out of service
    - ☐ Person/company responsible
    - ☐ Log the shutdown in the elevator maintenance record

APPENDICES

Elevator Inspection Checklist

Elevator Out of Order Signage

Weekly Wheelchair Lift Service & Test Log Forms

Incident Reporting/Log Form