

Section: Emergency Planning Manual	Subsection: Code Grey Internal Disaster	Policy Number: EPP-1057
Subject: Elevator Failure		Review Date: June 2022, July 2016
Standard:	Authority: CEO	Supercedes: Nov 2015 May 2007, Dec 2008 Mar 2013
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Policy

Belvedere Heights shall have in place, an action plan that will allow ongoing care and service to residents, in the event of failure of one or more elevators.

PROCEDURE

1. In the event of an elevator failure, the Maintenance department will be notified immediately during business hours. After hours, the Manager on Call or Environmental Services Manager will be notified. Direction will be given RN/designate.
2. If the direction is to call the elevator service technician into the building the telephone number can be found on the Belvedere Heights Service Personnel and Technician Contact List, located in the RN Office and in the General Measures section of the Emergency Planning Manual Policy # EPP1032.
3. In the event that the passenger elevator fails, residents may be transported via the service elevator.
4. In emergency situations ONLY, residents may be transported via the Life Lease elevator contact the Environmental Service Manager or CEO for assistance.
5. In the unlikely event that all elevators fail, service will be provided in the following manner:
 - Meal Service: **All available staff will assist with the portering of meals to residents.**

Dietary:

- Staff will use portable food containers to deliver meals and carry them to resident home areas
- Disposable dishes and cutlery may be used

Programs:

- Recreational and activity programming will be held on individual resident home areas

Nursing:

- Residents who are able to use the stairs will be assisted by staff

Housekeeping and Laundry:

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- Housekeeping supplies will be transported via the stairways as required
- Personal linen will be delivered via the stairs

6. Resident, Staff or Visitor Trapped in the Elevator:

- If a resident, staff or visitor is trapped in the elevator, the RN/designate will **immediately contact the fire department** then inform the Environmental Service Manager or the Manager –On Call.
- Staff **will not** attempt to open the elevator door.
- Talk to the individual through the door and instruct him/her to use the telephone in the elevator. It will connect to the RN cell phone. Reassure the individual and inform him/her that help is coming.
- When the person is freed from the elevator, the RN will accompany the individual to a quiet place and ensure that he/she is in a calm state before allowing him/her to leave the area.

7. All incidents that result in the following must be reported to the Director for TSSA follow policy EPP-1073.

- Death – injury requiring services of a medical practitioner (immediately by phone)
- Injury other than property damage, equipment exposure to harmful events impacting safe operation, within 24 hours.
- Mechanic finds equipment in a condition that constitutes an immediate hazard. Mechanic to notify owner immediately.
- Licence holder finds or becomes aware of equipment in a condition that constitutes an immediate hazard, within 24 hours.

Related documents:

Policy EPP-1073,
 Elevating and Amusement Devices Safety Division Directors Guideline,
 Instructions to the Elevating Device Incident Reporting Form,
 Elevating Device Incident Reporting Form.

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Authorized Signing Authority

Date