EMERGENCY PROCEDURES FOR VUMC ELEVATORS

Purpose:
To establish procedures for reporting elevator problems and aiding or removing passengers trapped in VUMC elevators.

Policy:

1. Each elevator in the medical center is under a service contract with Nashville Machine Elevator Service Company. This contract covers all maintenance and repair functions. Nashville Machine is required by contract to have a qualified maintenance technician available 24 hours a day 7 days a week. Their response time is contractually limited to one hour.

2. All VUMC elevator equipment is designed to protect passengers by preventing the operation of the elevator equipment when an unsafe condition exists or a malfunction occurs.

3. It is widely known within the elevator industry that more people are injured by the improper exit from a disabled elevator than from any elevator malfunction. As recommended by the National Elevator Code, evacuation of passengers from elevators should be performed under the direct supervision of properly trained elevator maintenance personnel in the employ of Nashville Machine Elevator Co. The only exception to this would be in an extreme emergency such as life threatening circumstances and only in accordance with section 6 of this document.

4. It is the responsibility of VUMC Plant Services staff rendering aid to persons trapped on a malfunctioning elevator to make certain that Nashville Machine has been called and to talk to the passengers and reassure them that they will be safe until assistance arrives. Additionally, Plant Services staff will ask the entrapped individual(s) if there is anyone injured in the elevator cab and contact the appropriate health care resources as required. VUMC Plant Services and/or VUPD staff will only assist with the removal of passengers from an elevator under the direct supervision of a properly trained elevator maintenance technician.

5. Procedures for reporting and responding to elevator problems:
service company is called. Nashville Machine shall then be contacted if the problem cannot be readily resolved by the HAR mechanic. Problems that the HAR mechanic is qualified to resolve are:

i. The elevator has been keyed off and left in that condition.
ii. There is an obstruction in the door track that can be removed to allow the elevator to operate normally.
iii. The elevator has been left in "independent service" unattended.

Any mechanical issues should be referred to the elevator repair company.
6. Procedures for the emergency removal of staff from a disabled elevator before the arrival of the elevator service company (ONLY TO BE IMPLEMENTED WHEN THE REMOVAL OF ELEVATOR OCCUPANTS BY THE ELEVATOR SERVICE COMPANY WILL TAKE LONGER THAN 30 MINUTES).

   a. Set the main elevator disconnect switch for the disabled elevator in the off position and lock/tag the switch out. This disconnect switch is found in the elevator equipment room for that bank of elevators.

   b. Open the elevator doors using the elevator door key.

   c. Request that one of the elevator occupants set the emergency stop switch in the elevator car to the “STOP” position if possible.

   d. If this distance between the bottom of the elevator car and the building floor level is greater than 24 inches, do not attempt to remove any occupants from the elevator car. In this situation, it is inadvisable to remove the occupant through the elevator door opening as the excessive distance between the car floor and the building landing creates a danger due to the possibility that an occupant may fall into the hoist way.

   e. If this distance between the bottom of the elevator car and the building floor level is less than 24 inches, assist the occupants in leaving the elevator car one at a time. If the car is not level with the landing, make sure the occupants do not trip or fall while leaving the car. Use a ladder if needed.
7. Returning an elevator to normal operation:
   Any time Nashville Machine is called to VUMC to repair an elevator, that
   elevator may not be returned to normal operation before receiving written
   confirmation from the Nashville Machine technician that the elevator is
   safe to operate. To accomplish this, the Nashville Machine technician
   shall complete the elevator service ticket with the following information:

   a. The nature of the elevator problem.

   b. What was done to repair the problem.

   c. A statement on the ticket that the elevator is “Safe to return to
      normal operation”.

   d. The service ticket shall be signed by the Nashville Machine
      technician indicating that the elevator is safe to operate.

   e. The service ticket shall be signed by the HAR mechanic to indicate
      that a VUMC representative received the ticket. The HAR
      mechanic’s signature does NOT indicate that the HAR mechanic is
      certifying the elevator safe to operate.

   f. A summary of all elevator incidents involving trapped passengers
      will be sent by the Delta Operations staff at the end of each shift to
      the Plant Service’s administrative staff. This summary will be
      forwarded to the administration of VUH or VCH as appropriate.

Responsibility:
It is the responsibility of each mechanic to insure that they participate in
elevator evacuation according to these guidelines. It is the responsibility
of the Shop Manager to insure that initial and annual training on this
policy is provided to their staff.

References:
The Guidelines for Emergency Evacuation of Passengers from Elevators
(ANSI/ASME A17.4-1999)