

Elevator Use Policy and Procedures:

General Use Policy

1. Patrons must request assistance in using the elevator. They can request use of the elevator from BA's or from the control room or lounge.
2. BA's will need to bring the elevator from the locked position to the floor that it is needed at.
 - From the floor that the elevator is needed at, insert the key and turn the elevator on.
 - Press and hold the black call button until the elevator comes to a stop on its own.
3. Help the patron into the elevator and turn on the lights. Ensure that the door is firmly closed, and explain to them not to lean against the door(s).
4. Proceed to the floor that the patron needs to go to, insert key and turn on. Press the black call button until the elevator comes to a stop on its own.
5. Help the patron out, explain to them where they can find a BA, or request assistance when they are ready to leave.
6. Turn the light off.
7. Confirm that the elevator switch is in the off position.
8. Return to the other floor to "lock" elevator in a secure position.
 - Bring the elevator to a position approximately halfway between floors, this will prevent doors from opening, and reduce the risk of injury.
 - Ensure that the key is in the off position when you take it out.

Notes:

- BA's should never ride in the elevator with the patron – in the event the elevator gets stuck, they need to be able to respond and/or get help.
- Elevator should always be left in a secure position halfway between floors when not in use.
- To operate the elevator, you must be on the floor that you need it brought to.
- If someone bumps against or attempts to open the door while the elevator is in use, it will stop the elevator temporarily. Check the doors and try again before attempting to manually crank.




Fire Alarms and the Elevator

In the event of a fire alarm **while the elevator is in use**, the elevator will be returned to the main floor – if this happens, empty the elevator, and return it to a secure position (once the alarm is disabled).

In the event of a fire alarm while the elevator is not in use, the elevator should not be used for safety purposes. The elevator should not operate during an active alarm – after a fire alarm occurs, the elevator should be checked to make sure that it is in a secure position between floors.

When the Elevator is Stuck

In the event that the elevator does become stuck and must be manually cranked, please follow these steps:

- 1.) Attempt to reassure the patron(s). If there is more than one BA available, one person should remain at the elevator entrance/exit to let the patron(s) know what is occurring, and help them in keeping calm.
- 2.) Before powering off the elevator, determine if the stoppage occurred because someone bumped or attempted to open the elevator door.
 - a. Verify that the occupants are not leaning on the door(s), wait for a count of thirty (30), and press the operation button again.
 - b. Check the upstairs and downstairs door to verify that nobody has attempted to open the door (push on the doors to ensure that they are firmly closed).
 - c. Turn the key off, then back on, and attempt the black button again.
- 3.) Turn off the power.
 - In the West facility, the power for the elevator is located inside the lounge at the North door (inside the breaker panels). There is a key located in the white box in the control room to allow access to the panel box.
 - In the East facility, the power for the elevator is located in the small janitor room under the west staircase (BA Janitor room).
 - In the South facility, the power for the elevator is located in the BA janitor room (near the first aid room on the main floor) by the back sink.
- 4.) Determine how far up or down the shaft the elevator is located. If the patron(s) can be retrieved safely by prying open the door (i.e. only a few inches from the top or bottom), use this method before manually cranking the elevator up or down.
 - a. Use the elevator release crank is located in the control room in each facility, and can also be used to manually pry open the door.
 - b. Insert the crank (3/8" socket, extension and ratchet) into the hole at the top right or left of the door **jamb** (not the actual door).
 - c. Turn ¼ turn clockwise .
- 5.) If the elevator needs to be manually cranked prior to being able to release the patron(s), you will need to locate the spot to manually crank the elevator.
 - West is located at the top of the stairs at the top right of the elevator (Marked by a red tag).
 - East is located inside of the lounge. On the wall outside of the elevator, near the Field 8 viewing area, there is a panel located about ¾ of the way up the wall.
 - South is located inside the lounge. As you are facing the door by Field 12 viewing area, look up and to the right, there is a panel.
 - a. Put the elevator release in the hole and turn the crank to move the elevator. Clockwise  moves the elevator upwards, counter clockwise  moves the elevator down.

- b. When cranking, go in the direction that is closest (the closest floor). Preference is down.
 - c. One full rotation of the crank will move the elevator approximately one inch.
- 6.) Once the elevator has been cranked fully, the doors should be able to be opened. If they are not, follow step 4 to pry open the door.
- 7.) After the patron has been evacuated from the elevator, turn the power back on and see if the elevator becomes operational. If it does not, then place out of order signs on the doors at the top and bottom.
 - a. If the elevator does not come back on, contact the Maintenance Manager and report the issue.
- 8.) Fill out a general report detailing the elevator being stuck; including who, when, how long did it take to evacuate them, and what troubleshooting was done prior to manually cranking the elevator.