

# LAC+USC MEDICAL CENTER POLICY

Subject: <b>ELEVATOR EMERGENCY EXTRACTION PROCEDURE</b>	Original Issue Date: 09/08/08	Policy # <b>660</b>
	Supersedes: 7/19/19	Effective Date: 12/21/22
Policy Owner(s): Administrator, Facilities Management Executive Sponsor(s): Chief Operations Officer		
Department(s) and Committee(s) Consulted: Facilities Management Nursing Services Los Angeles County Sheriff's Department (LASD)	Reviewed & Approved by: Attending Staff Association Executive Committee Senior Executive Council	Approved by: (Signature on File) Chief Operations Officer
		(Signature on File) Chief Executive Officer

## **PURPOSE**

To provide guidelines for the safe extraction of passengers trapped in stalled elevators.

## **POLICY**

Only properly licensed elevator mechanics or the local Fire Department shall perform the safe extraction of passengers from elevators, as their experience and expertise assure the proper response to hazards that may arise.

## **PROCEDURES**

During normal working hours all elevator entrapments shall be referred to the Facilities Management Department elevator section for immediate response. After normal working hours, holidays and weekends, entrapments shall be referred to the Facilities Management Department for immediate response using emergency procedures.

### **Day Shift (Monday - Friday from 7:00 AM to 3:30 PM)**

1. The Emergency Operator, engineer or others call the elevator shop (323-409-6442) to report passengers trapped in the elevator. If there is no answer call the Facilities Management office at (323-409-6444) and page the callback elevator mechanic at (213) 919-7066. When paging please provide the call back number and 911. For example, dial 6636\*911#.
2. The elevator mechanic immediately goes to the stalled elevator and makes voice contact with the passengers. The mechanic informs the passengers the following:
  - a. They are safe
  - b. Steps are being taken to remove them.
  - c. Asks the passengers to move to the rear of the elevator
  - d. If mechanic must leave elevator inform passengers that someone will be there until they are removed from elevator.
3. During communicating with the passengers, the following information should be obtained to determine the best course of action to be taken in the rescue operation.
  - a. The number of persons in the elevator car
  - b. If any occupants are ill or injured
  - c. Whether lights are on or off inside the elevator car
4. The elevator mechanic opens the hoist way doors. If the elevator car is at or near the floor, the mechanic performs the following steps:
  - a. Secures the elevator
  - b. Opens the elevator doors
  - c. Assists the passengers from the car

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5. If the elevator is more than three feet from the floor, the mechanic closes the hoist way doors and goes to the elevator control room to move the elevator under power to a position level with the floor. With the car at floor level, the mechanic follows step # 4 to remove the passengers.

**Off Hours and Weekends**

1. The Emergency Operator or others call the engineer to report passengers stuck in an elevator.
2. The engineer immediately goes to the stalled elevator and makes voice contact with the passengers. The engineer informs the passengers the following:
  - a. They are safe and no one will leave until they are removed.
  - b. Steps are being taken to remove them
  - c. Move to the rear of the elevator
3. When communicating with the passengers the following information should be obtained to determine the best course of action to be taken in the rescue operation.
  - a. The number of persons in the elevator car
  - b. If any occupants are ill or injured
  - c. Whether lights are on or off inside the elevator car
4. The engineer informs the passengers that it will be necessary to have an elevator mechanic come in from home to release them. The passengers are given a time frame for the arrival of the mechanic.
5. The engineer informs the Emergency Operator, Los Angeles County Sheriff's Department (LASD) and Administrator on Duty (AOD) that passengers are stuck in an elevator and that he is unable to release them. All parties are given the expected arrival time of the mechanic.
6. The engineer or LASD Officer is in constant voice communication with the passengers.
7. If unable to contact an elevator mechanic that can respond within 30 minutes, the engineer will proceed to call the fire department for extraction.
8. The role of the Los Angeles County Sheriff's Department (LASD) is to assist the engineer.

**In situations where there is imminent danger to the safety or well being of the passengers, the Los Angeles County Sheriff's Department officer or engineer is authorized to call the fire department.**

**RESPONSIBLE**

Facilities Management  
Los Angeles County Sheriff's Department  
Medical Center Administration

**REFERENCES**

ASME A17.4-1919 – Emergency Evacuation of Passengers from Elevators

**PROCEDURE DOCUMENTATION**

Emergency Extractions of Passengers from Elevators Procedure

**REVISED DATES**

September 8, 2008; May 08, 2012; January 12, 2016; July 19, 2019; December 21, 2022