

VALLEYCARE
OLIVE VIEW-UCLA MEDICAL CENTER/HEALTH CENTERS
DEPARTMENT: FACILITIES
POLICY & PROCEDURE

NUMBER: 560
VERSION: 1

SUBJECT/TITLE: ELEVATOR EMERGENCY CALLS FROM OCCUPIED ELEVATORS WITH AUTO-DIALER PHONES

POLICY:

PURPOSE:

PROCEDURE:

1. There will be a recorded message telling you that this is an elevator emergency and where the emergency is. **DO NOT HANG-UP**. Wait until the recorded message is stopped, then speak to the other party. You will initiate the conversation by telling them who you are, and asking them if they are trapped in the elevator. If you do not get a response it does not mean that this is a false alarm. The person trapped may be MUTE, or they may be phobic (frightened), or they may not understand English. Should you speak with someone that is trapped in the elevator assure them that help is on the way. Ask if anyone will need medical help. Do not incite them, assure them that it will just a little while.

Notify Facilities elevator mechanic.

The beeper is the best way to contact him, as he may not be on the grounds. Beep the number three times at two minute intervals. 529-0210 is the beeper number

DO NOT CANCEL the call for the elevator mechanic because you do not get a response from the clinic. Time can be of the essence with sick and crowded people. The elevator mechanic will get in touch with you as soon as he can, either in person or by having someone notify you that he has arrived.

2. The following steps should be taken in the event of an elevator entrapment at any ValleyCare facility when the Facilities Elevator Mechanic is not available.
 - Alert ValleyCare Safety Police, ex. 3409, give them the location and elevator number (hospital entrapments only).
 - Instruct General Maintenance Worker on duty to report to elevator (hospital entrapments only). They should remain on site to assist.

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- Contact Electrical supervisor, pager (818) 529-0152
- Call the clinic to establish that this is an actual emergency. Notify them if there is a medical problem involved.

The safety police can verify OVMC grounds
Mid – Valley phone 947-4646
San Fernando phone 837-6969

Alternate elevator (Matt Pike) mechanic contact numbers are:

Pager 562/466-9390
Cell 562/413-5459
Home 562/694-2217
Office 562/ 401-7499

DEPARTMENTS: FACILITIES

DEFINITIONS:

References:	
Approved by: Robert Ross (Director, Facilities)	Date: 08/12/2009
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Distribution: Facilities	
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