

## Emory Elevators 101

**Emory University elevators are cared for** and maintained professionally throughout the year. Required safety tests are performed on schedule by certified technicians. Each elevator (of more than 200) is inspected each year by State Elevator Inspectors. Elevator technicians are on campus Monday through Friday from 6:00 AM to 6:00 PM performing maintenance. They respond to “call-backs” and emergencies around the clock.

**Reporting an elevator malfunction: Call 404-727-7463 Work Management Center 24 hours** to report any elevator malfunction, serious or minor. Then follow any additional instructions you might have from your building or department. Do not hesitate to call back for an update.

**An elevator is a special fire restrictive environment**, made and finished with non-combustible non-flammable materials. For this reason, nothing flammable (papers) or combustible should be mounted or left in an elevator. Also, safety codes prohibit the installation or storage of superfluous equipment in the elevator or machine room.

**Please be aware when riding elevators.** With millions of rides daily, public accidents are so rare that some cease to pay attention to safe riding. Accidents do happen, mostly due to unsafe rider behavior.

**Most elevator malfunctions and shutdowns are related to the doors.** Doors are part of an elevator safety circuit that must make up exactly before an elevator will move. Instead of holding the doors open manually for others, use the DOOR OPEN <II> button, or ask someone to push the <II> button for you. Manually holding the doors open too long will cause most elevators to shut down. After several tries, if the doors stop reopening and try to nudge closed (buzz or alarm and close at a lower speed and closing force), *step outside the elevator and let the doors close.* Let the elevator rest for a few seconds before pushing a call button to use the elevator.

**If the hoistway or car doors are hit or bumped** out of line or off track, the elevator will shut down.

**Keep away from the doors.** Stand near or against the wall. The doors have sensors to see obstructions in the doorway, causing the doors to re-open. Keep your hand from slipping sideways between the car and hoistway doors or in the doorway. Most **door safety re-opening devices** are connected to an elevator’s inside door (car door). If you try to catch an elevator from the lobby by putting your hand between the closing hoistway doors, the safety edge may not see your hand to reopen the doors, and *you might injure your hand as you pull it out.*

**Don’t allow posters and signs to be taped to elevator doors.** Remove paper notices. If the paper is torn or swept into the doorway by the doors’ movement, it will eventually shut the elevator down. This will result in extra charges for the University. Even a price tag stuck to the leading edge of the car door can shut an elevator down.

**While entering an elevator, watch your step.** Don’t trip if the elevator is not exactly level with the floor (\*report this immediately). Try not to drop anything over the door sills. An object in the door sill (such as a quarter, eye-liner stick, or any debris) may prevent the doors from completely closing, and will shut the elevator down.

**Watch your stuff:** Emory cards, keys, jewelry, flash-drives, and mobile phones have fallen between the building and elevator door sills into the hoistway and the pit. During regular hours (between 6:00 AM and 6:00 PM) we have elevator technicians on campus, and objects lost in the hoistway or pit can usually be retrieved at no extra charge.

**A single elevator will appear to drop or ignore calls for up or down if it is already moving in the opposite direction.** If another call has already been placed, either in the elevator or in the lobby, it will continue in the direction it is traveling until it’s finished. This is normal operation.

**Heavy and/or large awkward loads:** Carefully load the elevator evenly over the floor and protect the entrance door sills. Call Work Management Center 404-727-7463 to schedule assistance. We want to advise and assist you to prevent an elevator shutdown or damage to the elevator. An elevator’s rated capacity is for a balanced load distributed evenly over the floor. No part of the door sills, walls, or floor is rated for an elevator’s full capacity. The elevator can be damaged when moving heavy or large awkward loads.

## Emory Elevators 101

**Many of our elevators are secured for all or part of the 24 hour day**, requiring an Emory card key activated for the secured floor(s). The card reader may be inside and/or outside the elevator. If the doors close and the elevator does not move, some people panic. They just need to push the DOOR OPEN <II> button and/or or push the button for the exit floor (an unsecured floor) to exit the elevator. On the exit floor, push the <II> button if needed. The police often get emergency calls from elevator phones in secured elevators. Someone in the elevator believes themselves trapped. If released by the working elevator, they might walk away without a word, while emergency responders race to assist them. (Please call Work Management at 404-727-7463 to let us know if you exit without help).

**Entrapments: Emory has a procedure in place to respond quickly to elevator entrapments.** While acceptable industry standard for a release in Atlanta is more than 45 minutes from the time the call is placed, at Emory, a trapped passenger is usually out in 15 minutes or less. On regular days, there are elevator mechanics already working on campus.

**If the elevator company's estimated time of arrival is too long**, or in a medical emergency, EPD will call the Fire Department to the rescue. Fire Station One is five minutes away.

**If you think you are trapped, stay calm.** Use **the elevator emergency phone** (a button with a phone symbol beside it or on it) for two-way-communication with Emory Police. Do this before you call others on your own phone. University elevator phones dial EPD automatically, and EPD will immediately send an officer to you, *even if you are unable to speak*. There is also a local alarm button in almost every elevator which can alert folks near-by in your building. Try pushing the DOOR OPEN button and then try pushing the exit floor button; the elevator may travel and the doors may open. If you are trapped, Emory Police or Facilities Management personnel will stay near you until you are out.

**If you are trapped in an elevator**, you are in a safe place. Wait for help to arrive. The elevator is not sealed, and you have plenty of air. The elevator will not fall, and in a power outage there is a battery light in the elevator.

**If the doors open and you exit without help**, remember that several emergency responders are racing to help you. Call Facilities Management 404-727-7463 / 24 hours and tell them you are out.

**Never try to exit, climb or crawl out of a stalled elevator, alone or with another trapped passenger.** This is extremely dangerous, and has resulted in fatalities. Wait for help to arrive.

**Don't even think of getting into the hoistway**, unless the fire department is assisting you. Such elevator spaces are always restricted from unauthorized access. You risk your life in the hoistway, and you are breaking the law. Even experienced elevator mechanics have been injured or killed when they failed to be constantly vigilant and to follow safe procedures. The first year elevator school and *continued mandatory training* each year for all elevator mechanics focus on lethal hazards in their work and environment.

**Reported injuries:** Any time there is a reported injury involving an elevator, the Elevator Owner is required to shut the elevator down for an investigation by the State. When satisfied that the elevator is safe, the AHJ (State Fire Marshal's Office) authorizes the Owner to return it to service. If no one informs Campus Services in time, we will not know about the event. If the elevator is allowed to stay in public service or is repaired before the State releases it, we violate the law. If you witness or hear about injury involving an elevator, please remember to call (absolutely as soon as possible) the Emory Police at 404-727-6111 or Facilities Management 404-727-7463. Emory will then be able to follow all the correct procedures.