

Riverview Gardens - Municipality of Chatham-Kent

**Emergency Response Plan
Elevator Malfunction – Annex N**

Policy Code: EME ELE

Issued: March 2010

Revised: April 2025

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Policy

Riverview Gardens will be prepared for and respond in the event of a disruption to the functioning of the elevators for the home. RVG will implement the following procedures.

Elevator Malfunction Procedures

Days/Evenings – 7:00 am to 11:00 pm

Any employee who discovers an elevator malfunctioning should:

1. Determine status of situation (is it one elevator, all elevators, does there appear to be someone stuck inside etc.);
2. If there appears to be someone stuck in the elevator call maintenance and the Charge Nurse immediately on spectralink 6700 and advise them of the situation;
 - a. Charge Nurse to call the following: Nurse Manager on Call, Maintenance Supervisor, Director Seniors Services, Director of Nursing
3. If there is no one stuck in the elevator, call maintenance and submit a work order outlining which elevator is malfunctioning and where it is located.

Nights 11:01 pm to 6:59 am

Any employee who discovers an elevator malfunctioning should notify the Charge Nurse and submit a work order.

The Charge Nurse will:

1. Determine status of situation (is it one elevator, all elevators, does there appear to be someone stuck inside etc.);
2. If necessary lock out the elevator to prevent someone from getting trapped inside (see below for directions on how to lock out an elevator);
3. Ensure a work order was submitted;
4. Charge Nurse will contact **Skyline Elevator at 1-800-265-4766:**
 - If it's not an emergency the charge nurse will request business hours service call;
 - If it's an emergency they will request immediate service including an approximate response time (this should only be done if there is someone stuck inside, someone believed to be stuck inside or if all four elevators ceased working – see below).

Locking Out an Elevator

To lock out an elevator on the floor where it is located take the following steps:

1. Key to lock elevator is located in Housekeeping Closet, Room #S130, by Copy Centre in Service Corridor use #6 key to access room.
2. RN in Charge has key to this room.
3. Key is attached to aluminium pipe hanging to right of door. Key to lock elevator is Key # UTE (not UTA).

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4. Insert key in lock located on panel at bottom right. Turn from “Run” to “Stop”. To release lock, turn from “Stop” to “Run”.
5. Elevator will not operate until key has been turned to “Run”.



Insert key and turn from “run” to “stop”

Reduced Availability of Elevator Procedure

In the event that a number of elevators are disabled and hinder the normal operation of the building the following procedure will apply:

- Designate the remaining elevators one for service and one for public if possible;
- Service elevators should not be locked off for any purpose during this time;
- If only one elevator is available it is to be used for essential services only i.e.: transporting of residents to home areas or for emergencies, delivery of food and other essential supplies to the floors.

Staff may be required to use stairwells to go down but may use elevators to go beyond third floor if unable to do so via the stairs.

No Elevators Available Procedure

In the event that all of the elevators are expected to out of service for an extended period of time, the Director, Senior Services may establish the Department Operations Center (DOC) and convene the Emergency Control Group (ECG) to address any issues arising from the situation.

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Staff Responsibilities

Charge Nurse:

- Submit a work order during regular hours, if afterhours contact Skyline Elevator, as outlined under Elevator Malfunction at 1-800-265-4766
- If after hours notify the following:
 - Director, Senior Services or designate
 - Director of Nursing
 - Nurse Manager on Call
 - Supervisor Maintenance

Supervisor, Maintenance Services

Will arrange for repairs as required with Skyline Elevator, if not already contacted by the Charge Nurse.

Director Senior Services

The Director, Senior Services or designate, will determine the necessity of establishing the DOC & gathering together ECG.

Department Operations Center

The Department Operations Center (DOC) is the command center for the emergency. It is where the Emergency Control Group will direct, coordinate, communicate and support emergency operations.

Emergency Control Group

The Emergency Control Group (ECG) are members of Riverview Gardens management team who are responsible for coordinating the provisions of the essential services necessary to minimize the effects of an emergency affecting the home. The ECG consists of the following members:

Position	Alternate
Director, Senior Services	1. Director of Nursing 2. Manager, Long Term Care
Director of Nursing	1. Nurse Manager
Manager, Long Term Care , Emergency Portfolio	1. Manager, Long Term Care, HR
Supervisor, Maintenance Services	1. Supervisor, Environmental Services 2.
Supervisor, Environmental Services	1. Supervisor, Maintenance 2. Manager, Long Term Care
Supervisor, Food Services	1. Food Service Coordinator 2. Dietitian

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Coordinator, Therapeutic Recreation & Volunteer Services	1. Coordinator, Training and Safety 2. Volunteer Services Assistant
Medical Director	1. Contract doctor 2. CKHA
Social worker**	1. Social Worker 2. Medical secretary

** The Social Worker may not be a regular member in the Department Operations Centres but has been assigned backups due to the nature of the tasks completed by this position.

The ECG will need to determine the following:

- Depending on the cause of the elevator malfunction will determine if visitors will be permitted into the building, if so it will need to be determined at the time based on the situation at hand which staircase will they be advised to use and staffing will have to be stationed at the door to let them in;
- If it is deemed inappropriate for visitors to continue to enter the home media releases will be made as quickly as possible and an information centre set up at the Robertson Entrance;
- Information will be provided to front reception to advise those family members and visitors who call requesting an update on the status;
- Arrange to provide nursing and medical services to those residents who may be on the main floor;
- Managers/Supervisors will need to arrange for their supplies to be moved to the home areas as required, including calling in of extra staff as required;
- Where possible and necessary managers/supervisors will arrange for alternative options for provision of food and/or other supplies;
- In the event of an additional emergency situation requiring the evacuation of the residents, please see Annex G Code Green.

Persons Trapped in Elevator Procedure

Please be advised that only licensed elevator repair technicians are allowed to work on elevators, the Fire Department will not come in and rescue someone trapped in an elevator unless it is deemed a life threatening emergency.

Days/Evenings – 7:00 am to 11:00 pm

Any employee who discovers someone trapped in an elevator, or is advised that someone is trapped in an elevator, will immediately complete the following:

- Call Maintenance at 6706 and/or 6709
- Notify the Charge Nurse on spectralink phone 6700

Maintenance Services Responsibility:

Maintenance staff will attempt to reset the elevator.

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Charge Nurse Responsibility (Days/Evenings):

Call Skyline Elevator and request immediate service that there is someone stuck in the elevator and obtain response time:

- **Skyline Elevator:** **1-800-265-4766**
- Provide our address: 519 King St. W., Chatham, ON

The Charge Nurse will also:

- Notify the Director Senior Services and Director of Nursing;
 - Director, Senior Services or designate ,
 - Director of Nursing
 - Nurse Manager on Call (after hours)
 - Supervisor, Maintenance
- Attempt to contact the person in the elevator to inform them that assistance has been requested;
- Attempt to confirm the identity of the occupants and provide support to encourage them to remain calm;
- If it is a resident, nursing staff will determine what, if any medications should be on hand for when the resident is rescued from the elevator (inhaler, anxiety medication, heart medication etc.);
- If individual trapped seems to be getting increasingly agitated and distressed 911 should be contacted requesting an ambulance for when they are rescued from the elevator;
- If the individual stuck in the elevator is a resident, follow the Critical Incident System if required.

Nights – 11:00 pm – 7:00 am

Any employee who discovers someone trapped in an elevator, or is advised that someone is trapped in an elevator, will immediately complete the following:

- Notify the Charge Nurse on spectralink phone 6700

Charge Nurse Responsibility (Nights):

Call Skyline Elevator and request immediate service that there is someone stuck in the elevator and obtain response time:

- **Skyline Elevator:** **1-800-265-4766**
- Provide our address: 519 King St. W., Chatham, ON

The Charge Nurse will also:

- Notify the Director Senior Services and Director of Nursing;
 - Director, Senior Services or designate,
 - Director of Nursing
 - Maintenance Supervisor

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- Nurse Manager on Call
- Attempt to contact the person in the elevator to inform them that assistance has been requested;
- Attempt to confirm the identity of the occupants and provide support to encourage them to remain calm;
- If it is a resident, nursing staff will determine what, if any medications should be on hand for when the resident is rescued from the elevator (inhaler, anxiety medication, heart medication etc.);
- If individual trapped seems to be getting increasingly agitated and distressed 911 should be contacted requesting an ambulance for when they are rescued from the elevator;
- If the individual stuck in the elevator is a resident, follow the Critical Incident System if required.

Supervisor, Maintenance Services

- Required to make notifications to TSSA as required and arrange for any necessary repairs to prevent further incidents.