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## Evacuation Procedures and Emergency Contact Information

1. In the event of occupant entrapment, rescue shall only be attempted by elevator personnel or other authorized personnel. In buildings with unique conveyances, it is recommended that this document be expanded to include these unique situations. Please check with your local Fire/Rescue authority for any additional requirements they may have.
2. In the event that occupants have become stuck in an elevator, the owner is encouraged to attempt to place the elevator into Phase I recall by inserting the Firefighter Emergency Operation Phase I key into the switch at the designated level and turning the key to the “on” position.
  - a. If this does not return the elevator to the designated floor level, place the car back into normal operation by resetting the fire service.
  - b. Turn the key to reset it, and then turn it to the “on” or “run” position.
3. If attempting Phase I recall was unsuccessful, authorized personnel may attempt to locate the main disconnect for the elevator and turn it off and then back on in an attempt to reset the main operational controller.
  - a. Prior to attempting this function, establish communication with the trapped occupants, verify that the occupants have not attempted to exit the elevator and inform them that you will be removing power to the elevator.
  - b. Once you have established communication with the passengers and located the main disconnect, look away from the disconnect and set it to the “off” position.
  - c. Once the power is off, wait approximately 30 seconds and then set the switch to the “on” position.
  - d. If this does not return the elevator back to normal operation, contact your elevator contractor, whose information should be listed below, or call 911.

Conveyance Contractor Name: \_\_\_\_\_

Conveyance Contractor Phone Number: \_\_\_\_\_

Emergency Response Phone Number: \_\_\_\_\_ (or 911)

*Conveyance owners should always attempt to contact their contractor to safely remove trapped occupants unless otherwise directed by the local jurisdiction; however, in the event of an emergency, everyone is encouraged to call 911.*