



Emergency Elevator Procedure

In the event there is a call from a person(s) inside of the elevator that needs emergency assistance, the Front Desk Staff **MUST** respond accordingly:

Note: Never hang up on the person on inside the elevator.

1. If the front desk person is in the building where the elevator is located they should go to the elevator and identify which floor the elevator is on. **IMMEDIATELY** call **Pride & Service** and inform them of the situation.
2. If the elevator is at an outside location **IMMEDIATELY** call the On-Call Maintenance Staff person. Identify which floor the elevator is on and **IMMEDIATELY** call **Pride & Service** and inform them of the situation.
3. IF IT IS AN MEDICAL EMERGENCY and the person in the elevator needs medical assistance call 911 **IMMEDIATELY**.