

LIFT BREAKDOWN/PERSON TRAPPED - MAINTENANCE DEPARTMENT - CHW PROCEDURE [®]

DOCUMENT SUMMARY/KEY POINTS

- The Children’s Hospital at Westmead has 16 passenger lifts that provides access to wards and departments for staff, patients, and families.
- This procedure provides an action plan that minimises the anxiety that may be experienced, if and when a person is trapped in a lift.
- The intention of this action plan is to show a rapid response involving Security, Maintenance Services and the Lift Contractor.
- Acknowledged Safe Work Practices are adhered to all times.

CHANGE SUMMARY

- Removal of references to paging – using mobile and landline for communication
- Formatting and editorial amendments
- Added Table of Lift Numbers and Locations

READ ACKNOWLEDGEMENT

- Security and Maintenance Department staff should read and acknowledge this document.

Approved by:	SCHN Policy, Procedure and Guideline Committee	
Date Effective:	1 st March 2024	Review Period: 3 years
Team Leader:	Engineering Manager	Area/Dept: Maintenance Department

1 Background

1.1 Purpose/Scope

- The Children's Hospital At Westmead has 16 passenger lifts located throughout the hospital, Medical Centre and carpark
- The purpose of this procedure is to clarify to staff and the public the actions to take in the event of "person/s" becoming trapped in a lift at any time and when the "Emergency" button within the lift is pressed.

1.2 Expected results

- When this procedure is followed, the intended outcome is to safely release the "trapped person/s" and to bring the lift back in to service as quickly as possible.

1.3 Responsibilities

- For the success of this procedure – Security, Maintenance Services and nominated lift contractor.

1.4 Related Documents

- Contract specification detailing relevant contractor procedures in relation to response time and Safe Work Practice in relation to clearing "trapped person/s" from a lift.

2 Procedure

2.1 Lift Breakdown/Person Trapped during Working Hours

7am – 3:30pm Monday – Friday

If a lift breaks down and a person/s is trapped inside, the trapped person should follow the instructions available inside each lift.

1. Person/s trapped presses emergency button for five (5) seconds; this notifies the Security Department.

Security Department communicates with person trapped in the Lift to provide the following additional information:

- a) Lift number and location (as per Appendix A)
- b) Nature of the problem
- c) No of people trapped and their physical and emotional state
- d) Floor which lift has broken down on
- e) Status of power / lighting in the lift

2. Security Department is to contact Maintenance Department Engineer/s through either land line or mobile phones, either directly or through Maintenance Reception x 52640
3. Once contact is made with relevant personnel in Engineering Department – security is to pass on relevant information as collected above. If Maintenance engineers were not contactable Security will follow through with step 4
4. Authorised Engineer / Security will then contact the relevant lift company and report person trapped inside and log an urgent request, using the appropriate phone numbers – currently as below:
 - i. Person trapped Ph: 131856 (Site Code 9238)
 - ii. Breakdown Ph: 1800 626847 (Site Code 9238)

After the Authorised Engineer has contacted the Lift Company they are then to advise Security of the estimated time of arrival of Lift Technician.

5. Security to attend the broken-down lift and communicate with person trapped inside to determine whether to call the brigade for an immediate release or wait for the lift company to attend. Security officer is to remain with the trapped person/s until successfully released from the lift (or until alternative staff is present to remain with the trapped person/s)
6. If trapped person is released by brigade please contact lift company to notify them that person has been released and it is no longer an urgent request and arrange with the lift company for the lift to be rectified and returned to normal service.
7. When the Lift Technician arrives on site they are to come to the Maintenance Department to sign-in and collect keys and discuss the incident with the Authorised Engineer (or Security if Engineer is unavailable)
8. Lift Technician actions Safe Work Practice to clear the “trapped person/s” from the lift, completes corrective maintenance to put the lift back in to service and then returns to the Maintenance Department to debrief the Authorised Engineer, return keys and sign out.
9. Authorised Engineer to notify Security that lift is back on line.

2.2 Lift Breakdown/Person Trapped After Hours

Weekends, Public Holidays, after 3.30 pm and up to 7am Mon-Fri

If a lift breaks down and a person/s is trapped inside, the responsibility lies with the Security Department to follow the below procedure. The procedure inside the lift should direct the trapped person of the steps they need to take to notify SCHN staff of being trapped.

1. Person/s trapped, presses emergency button for five (5) seconds; this notifies the Security Department.

Security Department communicates with person trapped in the Lift to provide the following additional information:

- a) Lift number and location (as per Appendix A)
 - b) Nature of the problem
 - c) No of people trapped and their physical and emotional state
 - d) Floor which lift has broken down on
 - e) Status of power / lighting in the lift
2. Security to contact the relevant lift company and report person trapped inside and log an urgent request, using the appropriate phone numbers – currently as below:
 - i. Person trapped Ph: 131856 (Site Code 9238)
 - ii. Breakdown Ph: 1800 626847 (Site Code 9238)
 3. Security to attend the broken-down lift and communicate with person trapped inside to determine whether to call the brigade for an immediate release or wait for the lift company to attend. Security officer is to remain with the trapped person/s until successfully released from the lift (or until alternative staff is present to remain with the trapped person/s)
 4. If trapped person is released by brigade, please contact lift company to notify them that person has been released and it is no longer an urgent request and arrange with the lift company for the lift to be rectified and returned to normal service.
 5. When the Lift Contractor Technician arrives on site they should proceed to Security to sign in and obtain keys and instruction on lift affected. Lift Technician actions Safe Work Practice to clear the “trapped person/s” and carries out corrective maintenance to put the lift back in to service and returns to Security to return keys, leave copy of service report and sign out.
 6. Once the lift has been returned to service, Security is to send email to the Authorised Engineer advising of incident and providing a copy of the contractors service report.

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Appendix A – CHW Lift Numbers and Locations

Lift Number	Block Number / Building	Location
1	B6, Main Building	Near Catering – Rear Entrance
2	B6, Main Building	Near Catering – Rear Entrance
3	B6, Main Building	Near Bear Bite Café
4	B6, Main Building	Near Bear Bite Café
5	B8, Outpatients	Near Eye Clinic
7	B8, Outpatients	Near Eye Clinic
8	B6, Main Building	Foyer near Chinese Gardens
9	B6, Main Building	Foyer near Chinese Gardens
10	B6, Main Building	Front of Hospital (Glass Lift)
11	B6, Main Building	End of Chinese Gardens – near Generator 3 (Single lift)
12	B4, Kids Research	-
13	B3, Kids Research	-
14	B8, Medical Centre	-
15	B8, Medical Centre	-
16	Visitor Carpark	-
17	Helipad	-