Elevator/Lift Safety Meeting Kit

WHAT’S AT STAKE

Elevator lift safety is crucial in the hospitality industry for ensuring guest well-being. Malfunctioning elevators can cause injuries and trap guests. Additionally, in the case of a fire, elevator shafts can act as chimneys, rapidly spreading smoke and flames throughout the building. Proper maintenance, clear signage, and staff training on emergency procedures are all essential for mitigating these risks and fostering a safe environment for everyone in the hotel.

WHAT’S THE DANGER

Elevator lifts in hospitality settings come with a few key hazards:

- **Trips and falls:** This is the most common danger, accounting for roughly 75% of elevator-related injuries. Uneven floors between the elevator and landing, loose mats, or rushing to enter/exit can cause slips and falls.
- **Entrapment:** A malfunctioning elevator can trap passengers inside. This can be stressful and even lead to panic attacks, especially if the entrapment lasts for a long time.
- **Mechanical failure:** In rare cases, serious mechanical issues can occur. This might involve sudden stops, uncontrolled movement, or even a complete breakdown with the elevator car stuck between floors.
- **Fire risk:** Elevator shafts act as vertical tunnels throughout a building. In case of a fire, they can become dangerous channels for smoke and flames to quickly spread through floors.

HOW TO PROTECT YOURSELF

Elevator safety is a top priority in the hospitality industry. To ensure guest well-being and prevent accidents, hotels should implement a multi-pronged approach. Here are some safety precautions to minimize hazards associated with elevator lifts:

- Regular inspections and preventative maintenance are vital. This ensures smooth operation, identifies potential issues before they arise, and minimizes the risk of breakdowns or malfunctions.
- Clear and visible signage is key. Post instructions on proper elevator use, weight capacity limits, and emergency procedures. Mark the location of the call button and emergency stop button.
- Ensure the elevator car aligns precisely with the floor level to prevent tripping hazards. Regularly check for unevenness and address any discrepancies promptly.
- Make sure elevator doors open and close smoothly without risk of catching clothing or personal belongings. Install sensors to prevent doors from closing on people.
- Train staff on proper response to elevator emergencies like entrapment or malfunctions. This includes procedures for contacting emergency responders, calming passengers, and using the elevator's built-in emergency features.
- Promote safe elevator use with signage or in-room information guides. Encourage guests to be cautious, avoid rushing, and hold onto handrails.
- Display weight capacity limitations and educate staff and guests on the importance of not exceeding them.

Even the most well-maintained elevators can experience occasional issues. While uncommon, it's important to be prepared in case of an elevator emergency. Here's what you should do in case of different elevator malfunctions you might encounter:

Entrapment:

- **Stay Calm:** This is the most important step. Taking deep breaths and remaining calm will help you think clearly and

make the best decisions.

- **Use the Emergency Phone/Button:** Most elevators have an emergency call button or phone. Press it and clearly communicate your situation to the dispatcher, including the elevator number and floor location.
- **Wait for Help:** Do not attempt to force the doors open or climb out of the elevator. Trained professionals will arrive to safely assist you.
- **Make Noise (if phone fails):** If the phone isn't working, bang on the doors or walls to attract attention from outside.

Fire:

- **Do Not Use the Elevator:** If the fire alarm sounds, never use the elevator. Elevators can malfunction during a fire and trap you, or worse, expose you to smoke and flames traveling through the shaft.
- **Exit According to Fire Escape Plan:** Use the designated stairwells to evacuate the building following the fire escape plan.

Sudden Stop or Uncontrolled Movement:

- **Hold Onto Railings:** Brace yourself by grabbing the handrails and avoid falling.
- **Press the Emergency Stop Button:** If present, press the emergency stop button to halt the elevator.
- **Wait for the Elevator to Stabilize:** Once the elevator stops, stay calm and wait for assistance. Do not attempt to exit unless the doors open normally, and it is safe to do so.
- **Use Emergency Phone/Button:** If the elevator doesn't stabilize, use the emergency phone or button to call for help.

FINAL WORD

By following these safety precautions and remaining calm during emergencies, you can ensure a smooth and safe experience on the go. Remember, prioritizing safety is a joint effort between hotel

staff and guests. Report any concerns, be mindful of your surroundings, and enjoy the ride!