



## BUILDING EMERGENCY ACTION TEAM TRAINING GUIDE

This BUILDING EMERGENCY ACTION TEAM TRAINING GUIDE captures the collective knowledge of private security and life safety professionals along with the insights of highly experienced fire inspectors and fire suppression officers from within the City of Houston Fire Department. The Houston High-Rise Triad urges building owners and stakeholders to use this guideline for training property managers, building engineers, concierge personnel, and security personnel in how to safely respond to fire and other emergency incidents within high occupancy facilities.  
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## Introduction

### Goal

This document is intended to increase awareness and effectiveness against emergencies common to high rise occupancy facilities and to minimize the potential for injury and property loss. By fostering a sharing and understanding of roles and priorities, facility personnel and municipal emergency responders can more safely and quickly resolve any crisis.

### Objectives

- Protect personnel, assets and information resources from injury or damage.
- Minimize economic losses.
- Provide a plan of action to facilitate an orderly response to emergency situations.

### Purpose

This document was specifically developed for high occupancy facilities such as office buildings, hotels, and residential towers. This is a general guideline to assist personnel who are charged with the responsibility of employee and occupant safety during various building emergencies.

The Building Emergency Action Team Training Guide contains recommended emergency response procedures for high occupancy facilities located within Houston, Texas. This guide is designed to provide an overview of procedures and guidelines that should be used by emergency responders during incidents. It does not replace municipally required plans nor is it intended to provide comprehensive solutions to all crises. The plan outlines only the recommended immediate actions for building personnel to take in most emergencies and does not include any plans for business recovery or resumption.

While training for all persons designated as fire wardens is mandated by the City of Houston Fire Marshal, every occupant of every facility is encouraged to attend the fire warden training provided by the Houston Fire Department or by an approved vendor. <http://houstontx.gov/fire/highrisecert>

Building occupants are expected to take personal responsibility for their own safety at all times. The Building Emergency Action Team Guide must be additionally supported by an emergency response organization consisting of fire wardens, security personnel and property management personnel. Fire wardens receive training in emergency procedures and communications, but do not have an emergency response role other than to facilitate building evacuations when indicated.

*[Disclaimer: This Building Emergency Action Team document is designed to assist the building staff with the management of an emergency within the building. It is intended as an emergency management tool and contains procedures and actions designed to mitigate possible effects of an incident.]*

### Assumptions

- The training guide does not replace practical training.
- The training guide is not intended to provide comprehensive solutions to all crises.
- The training guide outlines only the immediate actions for facility personnel in most emergencies.
- The training guide does not include any steps for business recovery or resumption.
- Building occupants are expected to take personal responsibility for their own safety at all times.
- The response plans developed by the property owner must be additionally supported by an emergency response organization consisting of Fire Wardens and site services personnel.
- Regardless of time of day, any member involved with an emergency response should call 911 before implementing any response.

# MODULE 1 - High Occupancy Facility Construction:

## Purpose

The purpose of this module is to familiarize the reader with the basic concept of building construction as it relates to fire and life safety issues.

## Modern Building Features:

- Built of heavy steel reinforced concrete.
- Building exteriors typically made of glass, metal, or stone cladding.
- Windows not designed to open for ventilation.
- Emergency egress pathways marked by special graphics.
- Emergency stairwells commonly enclosed with standard 90 minute fire rated doors and designed to go from the top of the building to the ground level as a means of egress. Some buildings may also have stairwells that go from the sub-basement level to the ground level as a means of egress.

## Occupancy Features:

Occupancy load is defined as the number of people expected to be in a building at any given time for which adequate exits must be provided. The average occupancy load is calculated at one person per 100 square feet of floor space. This calculation varies depending on the type of occupancy. (See Chapter 10 of the International Fire Code for specifics)

[http://publiccodes.cyberregs.com/icod/ifc/2012/icod\\_ifc\\_2012\\_10\\_sec004.htm](http://publiccodes.cyberregs.com/icod/ifc/2012/icod_ifc_2012_10_sec004.htm)

Example: Occupant load per type of occupancy – Sq. Ft. per Person

Place of assembly without fixed seats	7
Place of assembly with fixed seats	15
Class rooms	20
Mercantile (store) on street level	30
Mercantile (store) on upper floors	60
Businesses	100
Residential	200

The occupant load of a building determines the evacuation rate. Some examples are:

- 11 story building with 240 occupants per floor exiting through 2 stairwells will take at least 6 minutes and 15 seconds to evacuate.
- An 18 story building with 240 occupants per floor exiting through 2 stairwells will take at least 7.5 minutes to evacuate.
- A 30 story building with 240 occupants per floor exiting through 1 stairwell will take at least 1 hour and 18 minutes to evacuate.
- A 50 story building with 240 occupants per floor exiting through 1 stairwell will take at least 2 hours and 11 minutes to evacuate.

## Mechanical Systems:

There are three mechanical systems which have a major impact in facility fires.

### Electrical Systems:

- Typically an emergency generator will provide limited power if a utility's primary power-loss occurs
- Emergency generators may supply power to Life Safety features such as stairwell lights, emergency lighting fixtures, fire panel operations, emergency phones, fire command centers, limited elevator operations, and security systems.

### Air Handling Systems:

- No two air handling systems are alike. It is imperative that someone on-site have knowledge of the location and basic function of the system, building engineers are typically the best resource. Air conditioning systems may create many problems if not managed correctly:
- Air handling units must shut down on the floor of alarm to prevent fresh air from intensifying the fire.
- Exhaust ducts and plenum air supplies must be closed to prevent circulation of smoke and heat throughout other parts of the building.

### Elevator Systems:

- Passenger and freight elevators are an extremely important tool for fighting fires on upper floors, but they can also be extremely dangerous. Elevators may create many problems if not managed and operated correctly.
- Under no circumstances should an elevator be taken to a floor in alarm or to any floor above the floor in alarm.
- The elevator bank serving the floor in which the fire alarm is active and the freight elevator must be recalled using the Phase I recall switch to bring them down to the lowest landing.
- Problems that could occur by not recalling elevators include, vertically spreading smoke to other parts of the building. Passenger entrapments could occur or occupants might be delivered directly to the fire floor.
- **Phase I Operation** (Firefighter Service Emergency Recall) is an elevator feature that when activated by a key-switch located near the call button on the lowest landing of the elevator bank, will return all of the elevators within that bank, nonstop, to the lowest common landing.



*Phase I  
Operation Switch*

- **Bypass/Reset** function switch is a selection point found within the same location as the Phase I Operation key-switch. This switch position is used to reset the elevators after the event has been cleared but when there is still an active alarm device that cannot be reset. To initiate the Bypass/Reset function:
  - Turn the Phase II key-switch to the OFF position, and then remove the key.
  - Turn the Phase I key-switch to the Bypass/Reset position, then to the OFF position and remove the key. All elevators should now be back in normal service.
  - This Bypass/Reset function is only to be done under circumstances where it has been verified that no actual evidence of fire exists. Immediate repairs to the fire alarm system must be completed so automatic elevator recall features can be restored.
- **Phase II Operation** (Firefighter Service Emergency In-Car Operation) is operated with a key switch inside the elevator car that when placed in the ON position, will make the elevator operable only by the person inside the car. Phase I Operation must first be activated or the elevator will not function in Phase II Operation.
- The **HOLD** function switch is typically found in the same location within the elevator as the Phase II Operation key-switch. It is designed to hold the elevator on a floor should the firefighter need to leave the car.



*Phase II  
Operation Switch  
Inside Car*

## MODULE 2 - Alarm Devices:

### Purpose

To understand and recognize the different alarm devices found within buildings, the operation of those devices, and the appropriate responses.

### Overview

There are two major types of fire alarm devices usually found in buildings.

### Automatic Devices

Include smoke detectors, heat detectors, and fire sprinkler water flow switches

- Ionization smoke detectors respond faster to open flame fires due to the chemicals that are emitted in the air.
- Photoelectric smoke detectors activate when smoke passes through the chamber and breaks the internal light beam.
- Heat detectors may use a fusible element and others a bimetallic strip to activate. Some heat detectors are rate compensation types that activate when a specific temperature is reached. Others are rate of rise detectors that respond to rapid changes in temperature. Heat detectors are usually found in areas where smoke and dust particles may be present.
- Sprinkler Water Flow Switches are electrical switches placed within the water supply line of a sprinkler system. Water moving or flowing through the building standpipe will cause a water flow alarm. Typical causes of nuisance alarms from this the water flow switches are testing of the sprinkler system, a broken water line, or a broken sprinkler head. An actual fire will cause the sprinkler head to activate and pump 20-26 gallons of water per minute.



### Non-automatic Devices

- Pull Stations are emergency devices that will activate the building's fire alarm system for the floor of activation, the floor above and below. Pull stations are typically located by the exit stairwells and common lobbies.
- In some systems a monitoring agency will alert the fire department. In other systems the alert may be local and someone will need to call and report the alarm to the fire department.
- Telephone calls are an additional resource that must be used by witness informing security or other building staff that smoke or fire has been discovered in a specific area. The telephone is a useful in receiving the notification. The person making the report can provide essential information not available in the detection systems.
- Personal observations like telephone calls are more reliable notifications. Information can be gathered that includes the severity of the smoke or fire, the actual location, whether or not the evacuation of the floor has begun, and what is on fire. Telephone and personal observances warrant immediate fire department notification and response.



## **MODULE 3 Building Emergency Action Team (B.E.A.T.):**

### **Purpose**

To develop and maintain a group of individuals who can assist response units from the Houston Fire Department, Emergency Medical Services, & Houston Police Department by conducting certain responses and providing important information.

### **Overview**

The Building Emergency Action Team (B.E.A.T.) can consist of anyone who is responsible for the overall fire and life safety in the building. Membership should consist of representatives from several groups within the organization. Members may come from management staff, such as a supervisor, manager, secretary, receptionist, building engineer, security officer, and custodian. This team is made up of personnel who have specific roles during a fire alarm or other emergency operation.

### **Duties of the Building Emergency Action Team (B.E.A.T.)**

- Know how to respond to a fire alarm.
- Help identify the location of activated devices and the cause of alarms.
- Make necessary notifications and prepare for responding emergency units.
- Collect all information possible about the emergency and relay it to the responding units.
- When necessary, assist in the evacuation of the building.

### **Requirements of the Building Emergency Action Team (B.E.A.T)**

- Know the building's fire evacuation plan.
- Know the location of the exits, stairwells and egress points.
- Know how the building's fire safety systems operate including the location and operation of the fire alarm and elevator panel.
- Know how the elevators operate normally and during alarm mode, usage of the Fire Fighters Service (Phase I and Phase II),
- Know about any unusual conditions or operations regarding the building (i.e., asbestos, construction, impairments, special suppression systems, chemicals, or critical operations floors).
- Know how to access the building's HFD Survey required within HFD LSB Standard 06 – Fire Depository Box. <http://www.houstontx.gov/fire/business/standard6.pdf>

## MODULE 4 - B.E.A.T. Responsibilities for a Fire Alarm

### Response Personnel:

#### Purpose

Assist Building Emergency Action Team's (B.E.A.T.) in safely responding to activated fire alarms within high occupancy facilities. A general guideline is provided to understand the specific actions that must be taken in order to facilitate mitigation of the emergency.

#### Overview

There are many variations between Mid-rise and High-rise buildings -- the design, fire safety features, amount of elevators and the number of response personnel. A detailed plan must be generated for each specific location. The following basic responsibilities must be adhered to.

#### Safety

- Safety should always be the number one concern of all B.E.A.T. personnel.
- It is your job as a member of the B.E.A.T. to provide for the safety of the building occupants.
- Fire fighters will expect B.E.A.T. personnel to help them do their job by providing information related to the event.
- At HFD's direction, B.E.A.T. personnel will be responsible for restoring order by resetting the alarm and helping in salvage operations such as water and smoke removal, structural repairs, and filing reports.

#### Fire Panel Alarm Activation

- Acknowledge the fire alarm at the fire panel.
  - This will identify the location and the active device. It will also silence the annunciator, and reactivate if other alarm devices are triggered.
  - When receiving alarm information from the fire panel, make sure you receive and are aware of ALL pending alarms.
  - If the information is obtained from a telephone call or personal observation, gather as much information as possible to include: the actual location, if smoke or fire is visible, if an evacuation has begun, the calling person's name, and call back number.
- Immediately notify 911.
  - Report your location by street address, cross street, the specific fire or alarm condition, and the affected levels.
  - Provide the 911 operator with your name and call back number, allow the 911 operator to hang up first.
- Notify other B.E.A.T members of the alarm activation.
- Recall all elevators affecting the alarm floors, using the Phase I Recall Switch.
- Post someone at the building entrance to guide the fire department into the building and the fire command center.
- Provide responding fire department units with emergency equipment as outlined within LSB Standard 06 (911 keys and folders). <http://www.houstontx.gov/fire/business/standard6.pdf>

- Monitor the fire stairwells for evacuating building occupants and assist in directing them out of and away from the building.
- After the event has been cleared by the lead firefighter.
  - Make all clear announcements on the public address system.
  - Collect all keys, folders, pre-plans, and any other equipment provided to the response units.
  - Return all affected elevators back to normal services.
  - Conduct a thorough check of the building stairwells and perimeter. Depending on the outcome, occupants may or may not be allowed to return into the building.

**SAMPLE**

**FIRE ALARM ACTIVATION**

**DESCRIPTION:** The Building Emergency Action Team consists of anyone who has anything to do with fire and life safety within a building. Membership has representatives from several groups consisting of:

- a). property management "P.M."
- b). building engineers "B.E."
- c). security officers "S.O."
- d). custodial personnel "C.P."
- e). building fire wardens. "F.W."

**INITIAL ACTIONS:** A fire alarm has been activated somewhere in the building. The cause of the alarm may be from a smoke detector, pull station, or water flow device, triggering the fire alarm system. Another form or receiving an alarm may be from a phone call or someone visually observing smoke or fire.

✓	WHO	ACTION	INFO
<input type="checkbox"/>	a). P.M. b). B.E. c). S.O. d). C.P. e). F.W.	The B.E.A.T. will be alerted to an alarm by an annunciation from the building fire panel, by telephone, or visually seeing smoke or fire.	If a phone call is received and the alarm is not sounding, encourage the caller to activate the nearest pull-station.
<input type="checkbox"/>	a). P.M. b). B.E. c). S.O. d). C.P.	Take control of the fire panel operational functions until HFD units arrive.  <ul style="list-style-type: none"> <li>▪ <b>Acknowledge the fire panel; verify the location, active device and event.</b></li> <li>▪ <b>If the tones are sounding, do not silence until authorized by the Fire Department.</b></li> </ul>	
<input type="checkbox"/>	a). P.M. b). B.E. c). S.O. d). C.P.	<ul style="list-style-type: none"> <li>▪ Respond to the affected elevator bank and place the elevators on (PHASE I) if it has not already been recalled.</li> <li>▪</li> <li>▪ Also, place the freight/service elevator(s) (PHASE I).</li> </ul>	Inform any occupants in the area that an alarm has been reported and that an investigation is taking place. Elevators will be placed back in service after the investigation.

✓	WHO	ACTION	INFO
☐	a). P.M b). B.E. c). S.O. d). C.P. e). F.W.	Call 911 and provide the following to the Fire Department:  <b>My name is _____.</b> <b>We have a fire alarm activated on the ____# floor.</b> <b>Building Address:</b> _____ <b>Cross street:</b> _____  <b>My phone number is: _____.</b>  <b>Include the exact location of the alarm and the conditions.</b>	Provide as much information about the type of alarm, (heat detector or smoke detector, pull station, smell of smoke, or actual evidence of fire)
☐	a). P.M b). B.E. c). S.O. d). C.P.	<ul style="list-style-type: none"> <li>▪ Retrieve the HFD 911 keys from the Fire Command Center and have them ready for the responding emergency units.</li> </ul>	<ul style="list-style-type: none"> <li>▪ When the Fire Department arrives, give (5) five sets of fire fighter’s keys and (3) three emergency folders to the fire fighter’s and inform them of the cause of alarm, then direct them to the location of the fire alarm panel.</li> </ul>
☐	a). P.M b). B.E. c). S.O. d). C.P.	<ul style="list-style-type: none"> <li>▪ Unlock any entrance doors and clear a path for emergency vehicles to park in front of the entrance doors.</li> <li>▪ If equipped, announce the alarm over the property’s two-way radio system and document the responding unit numbers of all emergency vehicles.</li> </ul>	
☐	a). P.M b). B.E. c). S.O.	<ul style="list-style-type: none"> <li>▪ Fire response voice announcements are programmed to be transmitted automatically to floors in an alarm condition.</li> <li>▪ This will inform any occupants in the area that an alarm condition is still active and that emergency units are in the process of investigating.</li> </ul>	<ul style="list-style-type: none"> <li>▪ If HFD silences the tones, ask to make the “Panel Silenced Announcements” posted in the Fire Command Center. Do an initial announcement as soon as it is silenced and repeat it every 3 minutes.</li> <li>▪ Relinquish control of the fire panel to anyone with more authority, which includes the Fire Department.</li> </ul>
☐	b). B.E.	Verify operation of the fire pump and identify any impairment of the fire pump, standpipe or sprinkler systems.	<ul style="list-style-type: none"> <li>▪ The senior engineer is to report to the senior fire captain on scene to assist with any technical questions.</li> </ul>

✓	WHO	ACTION	INFO
☐	a). P.M b). B.E. c). S.O.	<p><b>EVACUATION PROCEDURES</b> If there is confirmation of actual fire or smoke, make the necessary notifications and begin evacuating the floor in alarm by using the public address system on the panel.</p>	<ul style="list-style-type: none"> <li>▪ Instruct the people to evacuate in an orderly fashion. Using the right side of the stairs.</li> <li>▪ Reassure the people evacuating. Do not engage in conversation, only offer reassurance. Maintain constant radio contact with the responding personnel.</li> </ul>
☐	a). P.M b). B.E. c). S.O.	<p><b>WHEN THE FIRE PANEL EVENT HAS BEEN CLEARED BY HFD.</b> Make the “ALL CLEAR” announcements to the affected floors. The ALL Clear announcement is posted at the fire panel.</p>	<p>Have someone verify that the announcements were heard and clear.</p>
☐	a). P.M b). B.E. c). S.O.	<p>Reset the elevators that were recalled and ensure their operations.</p>	<ul style="list-style-type: none"> <li>▪ First, within the elevator, take the elevators off of PHASE II by turning the key to Bypass / Reset.</li> <li>▪ Then, turn the key to the OFF position.</li> <li>▪ Next, take it off of PHASE I by doing the same.</li> </ul>
☐	b). B.E. c). S.O. d). C.P.	<p><b>Patrol the floor that was in alarm, 5 floors above and 5 floors below.</b> Inform and reassure tenants that the alarm event is now clear.</p>	<p>Inspect every re-entry floor from the ground up to ensure that tenants are not standing by for further instructions and that the all clear has been given.</p>
☐	a). P.M b). B.E. c). S.O.	<p><b>CLEARING THE EVENT</b></p> <ul style="list-style-type: none"> <li>▪ Ensure that all fireman’s key rings and folders have been returned.</li> <li>▪ Place the elevators back to normal service.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Direct any tenants waiting outside that the event is now clear and that they may return to their offices.</li> <li>▪ If significant damage was incurred and restoration operations are needed, prepare to receive, assist, escort, monitor and document the restoration.</li> </ul>

## **MODULE 5 - B.E.A.T. Responsibilities for a Medical Emergency:**

### **Purpose**

Assist Building Emergency Action Teams, (B.E.A.T.), in safely responding to medical emergencies within a high occupancy facility. A general guideline is provided to understand the specific actions that must be taken in order to facilitate mitigation of the emergency.

### **Overview**

In a high occupancy facility you may encounter a wide assortment of medical emergencies ranging from minor injuries such as stubbed toes to catastrophic injuries such as gunshot wounds and heart attacks. As a responder, your primary objective is to alert local emergency services (EMT's and Fire Department) as soon as possible and stabilize the person in need (patient) until emergency services arrive and take over care.

### **Safety**

- Be sure the environment where the patient is is safe and stable. If the immediate area is not safe, relocate the patient if safe to do so.
- Take universal care precautions at all times, use gloves to avoid coming into contact with bodily fluids.

### **Receiving Medical Emergency Notification**

- It's critically important to receive accurate and detailed information. Knowing exactly where a patient is and what their condition is will quicken and improve the level of care to the patient.
- It is likely you may need to obtain the information and relay on to 911 as well as building responders. Be sure to collect the following:
  - Name of caller and call back number
  - Nature of emergency
  - Location of patient (floor, suite number and office number if possible).
  - Patient status (Conscious, Breathing, Bleeding etc.).
  - Patient Info (Gender, Age, Race, Known Medical Conditions).

### **Relaying Medical Emergency Information**

- Relay any information you receive to 911 Emergency Services as quickly and accurately as possible. Don't assume someone else has or will call. Be sure to provide 911:
  - Your location by street address and cross street.
  - All information that you have obtained/observed.
  - Your name and call back number, allow the operator to hang up first.

## Responding to the Medical Emergency

- It is important to quickly arrive to the scene of the emergency to better assess and stabilize the patient.
  - Assess the scene to make sure the environment is safe and stable.
  - Ask the patient what happened, what's their ailment?
  - Ask witnesses or co-workers what they know if the patient is uncommunicative.
  - Update building response team of the patient's status and situation.
  - Render aid and assistance up to your level of certification.
  - Have other building responders ready to receive emergency medical responders and direct them in the quickest way possible to the patient.
  - Have a freight elevator or passenger elevators on standby for first responders.

**DESCRIPTION:** The Building Emergency Action Team consists of anyone who has anything to do with fire and life safety within a building. Membership has representatives from several groups consisting of

- a). property management "P.M."
- b). building engineers "B.E."
- c). security officers "S.O."
- d). custodial personnel "C.P."

**INITIAL ACTIONS:** The need for medical assistance may be caused by a multitude of incidents, ranging from a person feeling ill, falling down, or to a person becoming seriously ill or injured. Medical emergencies must always be considered serious until downgraded by emergency responders. Personal Protective Equipment MUST always be used by responding staff in medical emergencies (i.e., gloves, eye protection, and breathing barriers).

✓	<u>WHO</u>	<u>ACTION</u>	<u>INFO</u>
☐	a). P.M. b). B.E. c). S.O.	Obtain all information from the person reporting the medical emergency: <ul style="list-style-type: none"> <li>▪ Name of Caller</li> <li>▪ Call back number</li> <li>▪ Location of caller</li> <li>▪ Nature of the emergency</li> <li>▪ Patients name</li> <li>▪ Status of the patient</li> </ul>	
☐	a). P.M. b). B.E. c). S.O. d). C.P. e). F.W.	Call 911 and provide the following to the operator:  <b>My name is _____.</b> <b>We have a medical condition on the _____ # floor.</b> <b>Building Address:</b> _____. <b>Cross street:</b> _____.  <b>My phone number is: _____.</b>	Provide as much information about the type medical emergency (the patients' information, their symptoms, and what is being done at the time (CPR/AED...etc.)
☐	a). P.M. b). B.E. c). S.O.	EMERGENCY RESPONSE Trained B.E.A.T. members are to provide as much assistance as possible: <ul style="list-style-type: none"> <li>▪ Retrieve the emergency response equipment, if available. (1st Aid Kit, AED, Oxygen tank)</li> <li>▪ Respond to the location of the patient</li> </ul>	Identify yourself, obtain consent, and ALWAYS use your personal protection equipment: <ul style="list-style-type: none"> <li>▪ Surgical gloves</li> <li>▪ Breathing barrier</li> <li>▪ Goggles</li> <li>▪ Begin CPR if needed</li> <li>▪ Properly care for any wounds</li> </ul>

✓	<u>WHO</u>	<u>ACTION</u>	<u>INFO</u>
☐	a). P.M b). B.E. c). S.O.	If possible, obtain information from the patient and relay it HFD/EMS/HPD: <ul style="list-style-type: none"> <li>▪ Any prior or existing medical conditions</li> <li>▪ If the patient taking any medications</li> <li>▪ How long it has been since they have eaten.</li> </ul>	
☐	a). P.M b). B.E. c). S.O.	<b>B.E.A.T. personnel will:</b> <ul style="list-style-type: none"> <li>▪ Have the freight / service elevators recalled on Phase I and II and ready for emergency response personnel.</li> <li>▪ Clear a path for HFD/EMS/HPD to assist the patient.</li> <li>▪ Redirect tenant traffic to an alternate route</li> </ul>	

## MODULE 5 - B.E.A.T. Responsibilities for an Elevator Entrapment:

### Purpose

Assist Building Emergency Action Team's (B.E.A.T.) in safely responding to an elevator entrapment. A general guideline is provided to understand the specific actions that must be taken in order to facilitate mitigation of the emergency.

### Overview

In a high occupancy building environment elevators are common. Elevator entrapments are also an eventuality. It is important to learn of an entrapment, and dispatch appropriate B.E.A.T. responders to resolve an entrapment situation as quickly and safely as possible.

### Safety

- Be sure the entrapped individual(s) are safe and stable. If there is any immediate danger evident. If it is the building's policy, immediately contact emergency response personnel by calling 911.
- No B.E.A.T. responders other than elevator technicians should ever conduct elevator rescue efforts. **DO NOT** attempt to extract individuals from an elevator without having all of the safety measures initiated by an elevator technician or firefighters.
- Be aware of any open shaft conditions and cordon them off to prevent mishaps.

### Receiving an Elevator Entrapment Notification

- It is critically important to receive accurate and detailed information. Knowing exactly where an elevator entrapment is and status of elevator occupants will be essential to expedite the response process.
- It is likely you may need to obtain information and relay it to 911, as well as to elevator service and building responders. Be sure to collect the following:
  - The names and contact phone numbers of any who are entrapped.
  - The status of those who are entrapped related to any health or safety concerns.
  - The elevator cab number.
  - The location of the cab in its elevator rise or their best approximation.

### Relaying Elevator Entrapment Information

- It is also critical to ensure the accurate relay of any information you receive to the elevator service company. If necessary, or directed, share all the information with emergency services as quickly and accurately as possible.

- When contacting the elevator service company, be sure to provide:
  - your name and elevator service account information.
  - your location by street address, and cross street.
  - a synopsis of the entrapment:
    - Number of those entrapped.
    - Status of those entrapped related to any health or safety concerns.
    - The time the entrapment occurred.
    - The cab number of affected elevators.
    - The location of the cabs within its shaft by floor or best approximation.
    - The floor where occupants entered the cab and to what floor they were traveling.
    - The rise in which the elevator is located (High Rise, Low Rise etc...).

### **Responding to the Elevator Entrapment**

It is important to quickly meet the elevator technician or fire department and direct them to any building areas to which they require access. They will likely need access to the lowest level lobby of the cab's rise, the elevator machine room, elevator controls, and intercom equipment.

Be sure to:

- provide any other access necessary.
- provide any building/elevator equipment information available (riser diagrams etc...).
- be ready to receive additional response vehicles as needed.

**SAMPLE**

**Elevator Entrapment Response**

**DESCRIPTION:** The Building Emergency Action Team consists of anyone who has anything to do with fire and life safety within a building. Membership has representatives from several groups consisting of

- a). property management "P.M."
- b). building engineers "B.E."
- c). security officers "S.O."

✓	<b>WHO</b>	<b>ACTION</b>	<b>INFO</b>
☐	a). P.M. b). B.E. c). S.O.	<p><b>ELEVATOR ENTRAPMENT DETECTION:</b> Instruct the entrapped to person identify their selves and to remain calm. Ask the following questions:</p> <ul style="list-style-type: none"> <li>▪ How many people are trapped?</li> <li>▪ What floor they boarded the elevator?</li> <li>▪ What floor they were en route to?</li> <li>▪ What company do they work for?</li> </ul>	Medical conditions or any other special conditions or situations which might be aggravated by or relevant to the entrapment
☐	a). P.M. b). B.E. c). S.O.	<p><b>DISPATCHING ELEVATOR TECHNICIAN/EMERGENCY SERVICES:</b></p> <ul style="list-style-type: none"> <li>▪ Provide your name and elevator service account information</li> <li>▪ Confirm your location by street address, and cross street.</li> <li>▪ A synopsis of the entrapment</li> <li>▪ Number of entrapped person(s).</li> <li>▪ Status of entrapped person(s) any health or safety concerns reported</li> <li>▪ The time entrapment began.</li> <li>▪ Cab number of affected elevator.</li> <li>▪ Location of cab in by floor or best approximation.</li> <li>▪ Which rise is the elevator located in (High Rise, Low Rise etc...).</li> </ul>	<p><b>Contact your elevator service provided:</b></p> <hr/> <p><b>Phone:</b></p> <hr/>
☐	a). P.M. b). B.E. c). S.O. d). C.P. e). F.W.	<p><b>MAKE ALL NECESSARY NOTIFICATIONS:</b> 911, emergency services may have to be called if requested by the entrapped person or if medical conditions arise from the situation.</p>	

✓	<u>WHO</u>	<u>ACTION</u>	<u>INFO</u>
☐	a). P.M b). B.E. c). S.O.	<b>B.E.A.T. EMRGENCY RESPONSE:</b> <ul style="list-style-type: none"> <li>▪ Maintain communication with the entrapped person(s) via elevator intercom or on scene.</li> <li>▪ Respond to the actual location of the elevator</li> <li>▪ Stand by for the arrival of the elevator technician or emergency services.</li> <li>▪ Escort / assist personnel as needed.</li> </ul>	<ul style="list-style-type: none"> <li>▪ No building responders or unqualified personnel should ever conduct elevator rescue efforts.</li> <li>▪ <b><u>DO NOT</u></b> attempt to extract individuals from an elevator without having all of the safety measures initiated, usually done by an elevator technician or firefighters.</li> </ul>