RockValleyCollege

Inoperable Elevator Procedure
RVC Administrative Procedure (2:20.040)

I.   Procedure Statement

A strategic pillar of the college is access; therefore, it is important that the college have a standardized procedure for handling situations when an elevator in the building becomes inoperable, ensuring safety, communication, and resolution of the issue in a timely manner. This procedure applies to all faculty, staff, visitors and students in the building.

II.   Departments & Primary Points of Contacts Involved

PRIMARY: Department of Environmental Health and Safety (EHS)
        Point of Contact: Safety Coordinator
        Email RVC-Risk@rockvalleycollege.edu
        Phone 815-921-4382
Facilities. Planning, Plant Ops, Maintenance (POM)
        Point of Contact: Director, POM
        Phone 815-921-4324
Rock Valley Police Department (RVC PD)
        Deputy Chief, RVC PD
        Phone 815-921-4353
Disability Support Services (DSS)
        Point of Contact: Director, Disability Support Services
        Phone: 815-921-2356
Cultural Excellence & Belonging (CEB)
        Point of Contact: ADA Compliance Coordinator
        Phone: 815-921-2067
Communications and Marketing (COM)
        Point of Contact: Executive Director of College Communications
        Phone 815-921-4516

III.   Definitions

Inoperable: Machine, device, or system that is unable to function or operate properly.

People with Access Functional Needs (AFN): Individuals with and without disabilities, who without the assistance of another person, may have difficulty evacuating or relocating to a safe location due to any condition. This includes:

- People with disabilities
- Children younger than 5 years old
- Adults older than 65 years old
- Pregnant people

RVC is an equal opportunity educator and employer.

- People with limited English Proficiency
- People with temporary physical limitations such as, but not limited to:
    - having a cast
    - one needing a mobility aid or assistive device
    - having situational barriers

IV. Procedures

Responsibilities

Department of Environmental Health and Safety: Oversee the implementation of the SOP, communicate with staff, maintenance personnel, faculty, and students.

Plant Operations and Maintenance (POM): Assess the elevator issue, contact external service providers as necessary, and coordinate repair efforts.

Communications & Marketing Department: Provide communication and information to faculty, staff, and students during elevator outages.

Department of Disability Support Services: Collaborate with the CEB Department and coordinate assistance for people with Access Functional Needs (AFN) affected by the lack of an elevator if necessary.

1. Initial Detection

1.1 If an elevator is found to be inoperable, it should be reported to POM at (815) 921-4324 or the RVC PD (815) 921-4357. POM will confirm the report by verifying inoperability.

1.2 Check for any visible indicators of malfunction (e.g., error codes, alarm sounds, doors stuck).

1.3 POM personnel will hang the "Out of Service" signs with telephone numbers that people who may need assistance navigating to another floor can call should they need to leave the building immediately. This includes people with Access Functional Needs (AFN) who cannot use the stairs.

2. Safety Assessment

2.1 Ensure that no individuals are trapped inside the elevator. If there are, contact the Fire Department by calling 911.

2.2 If there are any safety concerns (e.g., smoke, unusual noises), evacuate the area and calling Fire Department by dialing 911.

3. Notification

3.1 POM shall notify the group below immediately of the elevator's inoperability.

- RVC Police Department
- Director, EHS
- Risk Coordinator
- Executive Director, POM
- POM Directors
- Director, Disability Support Services
- ADA Compliance Coordinator
- Director of Human Resources
- Executive Director of Communications & Marketing
- Manager of Communications
- Vice President of Operations/Chief Operations Officer (COO)

3.2 The Executive Director of Communications & Marketing (or designee) will send out a message to the administrative assistants of the affected buildings in case they have to move classrooms or make special arrangements due to elevator inoperability.

3.3 The administrative assistants will send a message to the faculty affected by classroom changes.

3.4 The Faculty of those classes affected will send a message via EAGLE informing students of the elevator outage, classroom change if applicable, and expected resolution time, if known. Faculty will, in their communication to students via Eagle, ask students to contact them if they know that the outage will make attending class difficult. Faculty will work with the student to understand the barrier and administrative assistants to relocate classrooms or provide other reasonable accommodations.

3.5 POM will provide information on alternative routes (e.g., stairs).

3.6 DSS and CEB will provide support and communication to people with Access Functional Needs (AFN) affected by the lack of an elevator if necessary.

4. Troubleshooting

4.1 POM staff will conduct a preliminary inspection of the elevator system to identify the issue and,

4.2 Document the findings and any error codes observed during the inspection.

5. Repair Process

5.1 If repair is required, POM will contact the elevator service provider for further evaluation and repair.

5.2 Keep detailed records of the repair process, including dates, times, and actions taken.

6. Communication During Repair

6.1 POM will provide updates to the group identified in item (3) regarding the status of the elevator repairs, including estimated time of completion.

6.2 If repairs take longer than anticipated, POM will continue to communicate regularly with the Communications and Marketing Department to ensure their communication to faculty, staff, and students is accurate and timely.

7. Post-Repair

7.1 Once repairs are complete; POM will conduct a test run of the elevator to ensure proper functionality.

7.2 POM will notify the group that the elevator is back in service. The Communications and Marketing will disseminate that information out to faculty, staff, and students.

7.3 Document the repair process and any lessons learned for future reference.

NOTE*: This SOP should be reviewed and updated regularly to ensure its effectiveness and relevance.*

Reference: Board Policy 2:20.040
Implemented: March 24, 2025