In a recent incident, a staff member was using an elevator on campus when it malfunctioned. The staff member blocked open the doors to prevent use until the elevator could be serviced, but a few hours later another staff member, who was aware of the incident, noticed that the elevator was again being used.

Abide by signage indicating “elevator out of service”
Never attempt to force open elevator doors

**Campus Security emergency line: 778-782-4500**

**Recommendations**

- **If you get stuck in an elevator**, keep calm and contact Campus Security using the emergency phone located in the elevator. This also transmits the building and elevator ID to Security.

- If the elevator phone is not working, contact Campus Security at the number above.

- **Never** attempt to force open elevator doors.

- If someone is trapped in an elevator, contact Campus Security at the number above.

- If someone is injured as a result of using an elevator, contact Campus Security for first aid.

- Always abide by signage indicating that an elevator is “out of service”.

- If an elevator is unattended but items appear to be blocking elevator doors and/or handwritten signs are posted, **do not remove them**; contact Campus Security.

- Never use an elevator during a fire or similar emergency.

- Report elevator incidents to EHS via [www.sfu.ca/srs/report](http://www.sfu.ca/srs/report). These include, but are not limited to, failure to slow or stop, unintended motion, person trapped, person or clothing becoming pinched or tangled in components, and/or any injury resulting from elevator use.