**Resident Resource: What You Can Expect During an Elevator Outage**

BHA recognizes that reliable elevator service is essential to resident quality of life and that elevator outages constitute a critical disruption in the day to day activities of our residents. This protocol was created to minimize this disruption, improve communication and ensure resident health and safety when a BHA building is without elevator service.

***Please Note:***

Residents should always call The Work Order Center at 617-988-4357 to report an elevator outage or if they are in need of assistance during an elevator outage. If the resident is experiencing a life safety or medical emergency, they should call 911, at all times.

**Initial Steps after an Elevator Outage**

1. Site staff or Work Order Center staff will immediately contact the elevator company for service. The elevator repair company will arrive as soon as possible and is required by contract within 1-2 hours. If someone is stuck in the elevator (entrapment) often times the fire department will arrive prior to the elevator contractor.
2. A work order is created for each elevator outage to record the date and time of the outage.
3. When an outage occurs, automated phone calls and/or text messages will be sent between the hours of 7am and 10pm. Messages for outages occurring after 10pm will be sent at 7am the following morning if the Elevator Cab(s) remain out of service.
4. Site staff shall post “Elevator Out Of Order” signage on each elevator lobby floor to specified cab(s). Additional information around expected return to service timeframes will also be posted if known.
5. The elevator contractor will work to immediately restore cab(s) to service or inform the Manager or Duty Officer and Work Order Center of anticipated down time.
6. Residents may request assistance with groceries, trash removal or other basic services during this time by contacting the management office.

**If no Elevator is Available for More than 3 Hours**

1. Site staff will inform residents of the extended outage by phone or by knocking on doors at the affected address and will determine if they have any medical or grocery needs, and whether they have friends or family they may be able to reside with for a short period. As available, Tenant Coordinators and Floor captains will assist with door knocking and check-ins.
2. BHA shall assign staff to assist with deliveries, groceries, trash removal and other basic services that cannot be accomplished by the resident with the elevator out of service. If an outage extends beyond regular business hours designated staff will be expected to remain on-site until service is restored. Staff will be called in when the outage occurs outside of regular business hours. Staff will be present in the lobby to assist residents as needed during the elevator outage.
3. Staff may open community spaces or management offices for those who cannot climb stairs or place chairs in areas of the site where residents may congregate.
4. Site staff will also provide additional seating in all lobby areas. Bottled water and snacks will be provided.

**If no Elevator is Available; Projected to Last for 48 Hours or More**

1. Management will speak with all house bound and mobility-impaired residents who may wish to be placed with family or friends for the duration of the outage.
2. Hotel stays or alternate accommodations will be provided as an option for mobility-impaired residents while elevators are down for extended periods of time.
3. BHA will contact vendors and provide transportation from the resident’s unit to the hotel, or other destination. Upon restoration those vendors will also provide a return trip to the resident’s building.
4. Upon request, BHA will provide transportation to and from medical appointments for mobility impaired residents.
5. BHA will employ Floor Captains or Tenant Coordinators for additional posts to assist residents as available. BHA will communicate to residents the hours that the additional staff will be available via email, voice and text, along with hand delivered flyers.
6. BHA will provide daily updates and have staff check in with each resident in the affected building via in-person or electronic communications during the outage.

**Floor Captains**

BHA is willing and interested, if resident(s) are in agreement, to employ volunteer resident floor captains during an elevator shut down. Resident volunteers will receive a stipend and will be notified on an as needed basis when a shutdown occurs. Residents interested in working as a Floor Captain should contact their manager directly. BHA will also dispatch Tenant Coordinators to assist with elevator outages, when available.

**Elevator Service Restored**

1. An automated phone call or text will be sent to residents in the affected building notifying them that service has been restored.
2. Site staff will be dispatched to remove all signage documenting the outage and knock on resident doors to inform residents that the elevator has been repaired.