



Protocol for elevator stuck with a person with INTELLECTUAL DISABILITY

You and your colleagues are the first response for an elevator stuck in a service house. There are two persons with intellectual disabilities stuck in an elevator between floors.

Protocol

- 1)** The most important thing is to establish contact with the people inside the elevator. If possible, try to get eye contact.
- 2)** One firefighter can be the speaker and communicate with the people inside the elevator.
- 3)** Speak slowly and calmly, using simple words.
- 4)** Use the picture cards (if on hand) to explain that they will need to wait in the elevator for a while. Use the first-then method.
- 5)** Explain that soon the elevator will move up or down.
- 6)** Tell them to move to the back of the elevator.
- 7)** When elevator is in good position, help persons out calmly.

GRAPHIC - Intellectual disability

