



Co-funded by the
Erasmus+ Programme
of the European Union

Protocol for LIFT RESCUE with a VISUALLY AND HEARING impaired person

A traffic accident occurs. The victims are trapped inside the lift. One of the victims is visually and hearing impaired.

Procedure

1) Locate the victims

Standard protocol

2) Establish verbal and visual contact with the victim

Standard protocol, except for communication.

Since the person is visually and hearing impaired, it is necessary to contact him/her by using a rigid item (i.e. adjustable bar).

To communicate with the victim it would be impossible to use pro-tactile sign language, since you do not have physical contact with him/her yet. This is why you should use BRAILLE cards, provided to the victim using an adjustable bar or rope.

Let the person know you will provide urgent relief, always anticipating each maneuver you are going to carry out.

3) Cut off the electricity supply

Standard protocol

4) Locate the lift engine room, manual movement of the lift's box and lift stabilisation

Standard protocol

5) Rescue the victims

Standard protocol, except for communication. Use pro-tactile sign language, i.e. place the hands of the victim over your hands. If encountering communication difficulties, use BRAILLE cards.

It is essential to anticipate each maneuver that you are going to carry out taking into account:

In the event that the extraction is performed at the ground level:

- Place yourself **half-step ahead** to allow him/her to take your arm. The instructions to take your arm should be provided by direct contact.
- The guide and the visually and hearing impaired person should **place their arms close to their bodies**, in order to provide and receive information appropriately.
- The guided person should take the guide's arm **just above the elbow**.
- The guided person **will go half-step behind** the guide, to be able to react appropriately to the information received.



Co-funded by the
Erasmus+ Programme
of the European Union

In the event that the extraction is performed with uneven leveling:

- The guide should always **approach the edge of the lift in a perpendicular way**, stop briefly and indicate if it is going up or down before starting.
- The guide will always **go ahead**.
- Once the uneven leveling is completed, the guide shall briefly pause before resuming regular walking, indicating that the unevenness has been completed.

6) First Aid

Standard protocol, except for communication. Use pro-tactile sign language, i.e. place the hands of the victim over your hands. If encountering communication difficulties, use BRAILLE cards. Let the person know you will provide first aid. Likewise, ask the person if he/she is suffering any pain and always anticipate any maneuver you are going to carry out.

7) Seal the lift

Standard protocol