

Standard Operating Procedure (SOP):

Elevator Accessibility and Temporary Service Interruptions

Effective Date: 8/26/2025 (revised as needed)

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1. Purpose

To establish clear procedures for managing elevator accessibility and responding to temporary service interruptions to ensure compliance with accessibility regulations and the safety and convenience of all campus community members.

2. Scope

This SOP applies to all elevators located in university-owned and operated buildings. It is relevant to Facilities Management, Environmental Health and Safety, Office of Disability Services, University Police, Office of the University Registrar, University Housing Department and all Departments housed in multi-story buildings.

3. Definitions

- **Elevator Outage:** A condition where the elevator is non-operational due to maintenance, malfunction, or emergency shutdown.
- **Accessibility Route:** An alternative, ADA-compliant route that provides access to all floors via ramps or other elevators.
- **Priority Users:** Individuals with mobility impairments or other disabilities who rely on elevators for access.
- **Entrapments:** Occurs when an elevator becomes non-operational due to a mechanical issue or during a power outage with passengers inside the unit.

4. Responsibilities

4.1 Departments

- Notify Facilities Management when an elevator outage arises (repairs, entrapments, etc.) or University Police for emergencies (entrapments).

4.2 Facilities Management

- Conduct regular inspections and maintenance.
- Respond promptly to elevator outages.
- Notify relevant departments and the campus community of outages and timelines for restoration.
- Post visible signage near affected elevators, during an outage and remove signage when elevator is running again.
- Assist the University Police and Lafayette Fire Department with elevator entrapments.

4.3 Disability Services

- Ensures accessibility routes are in place and functional.
- Identify and assist impacted students.
- Assist in coordinating temporary accommodation or relocations as needed.

4.4 University Police

- Provide emergency assistance during elevator entrapment and ensure passengers egress out of entrapment.
- Maintain communication with elevator technicians during emergencies.

4.5 University Registrar Office

- Departments in need of first level classrooms to accommodate faculty, staff, students, will contact the Office of the University Registrar, Kara Viator at 337-482-6290.

4.6 Housing

- Communicate elevator outage to residents in affected areas.
- Report on elevator outage or issues to Facilities Management.

5. Procedure

5.1 Scheduled Maintenance

- **Notification**
 - Facilities Management to conduct 8-week preventative maintenance inspections of all campus elevator units.
 - State Elevator Inspector to inspect all elevator units annually.
 - Notify stakeholders (Disability Services, Safety, affected departments) at least **72 hours** before maintenance.
- **Signage**
 - Facilities Management will post “Out of order” signs at elevator units, when outage occurs unsafe.
 - Facilities Management will lock the elevator out as needed to safeguard unit and for the safety of the campus community members.
- **Accessibility Planning**
 - Departments will confirm the availability of alternative accessible routes or elevators. If no alternatives are identified, coordinate temporary class or office relocations with the Office of Registrar if necessary.

5.2 Unscheduled Outages

- **Immediate Response**
 - Report outage to [Department Safety Coordinators](#) and put in a work order.
 - Facilities Management to dispatch technicians ASAP.
- **Notification**
 - [Department Safety Coordinators](#) will notify Facilities Management (work order) immediately of confirmed outage, notify building occupants by email and alert the Office of Disability Services and the Office of Environmental, Health and Safety.
 - Outage reporting: Facilities Management (337-482-6440)
 - Entrapments reporting: University Police Dispatch (337-482-6447).

- **Support for Impacted Priority User (Students)**
 - The Office of Disability Services will assess its impact and offer solutions:
 - Relocation of classroom
 - Remote participation
 - Mobility escort or stair-assist (if safe and agreed upon and available)
- **Support for Impacted Priority User (Faculty/Staff)**
 - The Office of Human Resources will assess impact and offer solutions:
 - Relocation of office
 - Remote work solutions
- **Repair and Follow-Up**
 - Facilities Management to provide estimated time of repair.
 - Notify when the elevator unit is back in service.
 - Document the outage and response for compliance and review.

6. Temporary Accommodations and Accessibility Options

In alignment with Title I and Title II of the Americans with Disabilities Act (ADA), we are committed to providing reasonable accommodations to ensure accessibility for all campus members. Departments Should Note:

- **First-Floor Classroom Relocations:** When necessary, classes may be temporarily relocated to first-floor spaces with accessibility routes.
- **Alternative Workspace Arrangements:** Faculty and staff unable to access their regular offices may be provided with temporary alternative spaces or flexible work options, by working with the Office of Human Resources.
- **Telework Opportunities:** When alternative spaces are not available, remote teaching, learning, or working options will be offered as appropriate and approved by the Office of Human Resources.

7. Records and Documentation

- Log all elevator outages, maintenance activities, and response actions.
- Maintain records for at least **10 years** for compliance with ADA and safety audits.

8. Training and Awareness

- Annual training for Facilities and Campus Safety on elevator procedures.
- Orientation materials for students and staff on reporting outages and requesting accommodation.

9. Compliance

This SOP complies with:

- Americans with Disabilities Act (ADA)
- Occupational Safety and Health Administration (OSHA)
- State and local building and accessibility codes

10. Contact Information

- Office of Environmental Health & Safety:
337-482-1840 | safety@louisiana.edu
- University Police/Emergency Services:
911 or 337-482-6447 | police@louisiana.edu
- Facility Management
337-482-6440 | workorder@louisiana.edu

- Office of Disability Services
337-482-5252 | ods@louisiana.edu
- Office of University Registrar
337-482-6290 | kara.viator@louisiana.edu