

[Elevator Breakdowns On Campus](#)

Elevator breakdowns can be extremely inconvenient or pose a risk to individuals who use wheelchairs, have permanent or temporary mobility impairments, and/or have health problems that may be exacerbated when using stairs.

Printed below is information that individuals with disabilities may find helpful when dealing with an elevator breakdown.

Safety First: Responding to Emergency Situations

Individuals who need immediate assistance or who need to be evacuated due to a medical reason should contact Campus Safety at 716-286-8111 for assistance. Campus Safety will determine if the local fire department is needed to evacuate a person with immediate medical needs. The local fire department has equipment that is designed for safe evacuation and they have the skills, judgment, and physique to effect a safe exit.

Communicating Elevator Breakdowns

When an elevator ceases to operate, immediately contact:

- Facilities: 716-286-8430 During regular working hours, Monday - Friday: 9:00 a.m. – 5:00 p.m.
- Campus Safety: 716-286-8111 During non-working hours, Monday – Friday: 5:00 p.m. – 9:00 a.m. AND Saturdays, Sundays, Holidays

Emergency Repairs

- Facilities or Campus Safety will immediately contact the elevator repair company.
- Niagara University has a 24/7 emergency repair service contract with this company.
- The typical response time can be up to 2 hours for emergency repairs.
- All non-emergency repairs will be handled in a timely manner.

Elevator Status

Facilities and/or Campus Safety will communicate the status of the elevator breakdown to the university as follows:

a) When they determine it is necessary, Facilities and/ or Campus Safety will post signs on all floors of the building near the elevator door indicating:

- that the elevator is out of service
- who to contact for immediate assistance (Campus Safety)

b) Either Facilities (Monday – Friday, 9:00 a.m. – 5:00 p.m.) or Campus Safety (if an elevator is still inoperable by 9:00 a.m.) will contact Public Relations (PR) to send a blast and audio message to the university indicating:

- which elevator is out of service
- who to contact for immediate assistance (Campus Safety)
- the estimated time of repair, if known.

Updated messages on the status of the elevator will be communicated as information becomes available.

Responding to Non-emergency Situations: The typical response time for the elevator repair company can be up to 2 hours. As a result, individuals who may need assistance in the interim should be aware of the following:

- Non-Emergency Evacuation: Campus Safety will determine whether or not they can safely evacuate the individual or whether they need to contact the Fire Department to evacuate the individual.
- Addressing Student Needs: Ask university employees for assistance while waiting for updates on the elevator such as access to faculty phone numbers and access to a phone in order to contact a faculty member regarding a missed class; access to a desk, table, and/or a computer (if available) to use to complete assignments, do reading, etc.

Note to Faculty and Students

Elevator breakdowns or other short-term barriers may constitute temporary access barriers for students with mobility disabilities. Students may miss critical course information, be unable to take scheduled exams or pop quizzes, or be unable to give required presentations. This is a no-fault situation in many respects, but the University still assumes the responsibility of equal access. In such circumstances, the student should contact the instructor as soon as possible. He or she should request some assistance in obtaining course notes or rescheduling an exam or presentation. The student should not be adversely affected in terms of attendance. Most elevator breakdowns last only a few hours.

Extended Elevator Repairs

In rare instances, breakdowns can be of an indeterminate duration. If a student's attendance is affected for more than a few days, it may be necessary to temporarily relocate a class to ensure full participation of all students. Please contact Disability Services at 716-286-8072 / kadams@niagara.edu for more information.