

# Elevator Emergencies

## If you are trapped in an elevator

- 1 Remain calm.
- 2 Press the emergency button. You will be connected directly to Security.
- 3 Inform Security of your location.
- 4 A security officer and elevator service staff will be dispatched to help.
- 5 The security officer will remain on site and in communication with you until the elevator technician is able to release the elevator. The security officer may contact emergency services if needed.



## If you hear an elevator alarm or unusual sounds coming from an elevator

Call Security at  
**514-398-3000** (Downtown) or  
**514-398-7777** (Macdonald).

## If your call to Security gets interrupted

**Please call again.**  
Some emergency phones disconnect automatically to avoid tying up emergency lines.