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.

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.

Power Outage

If you are instructed to evacuate in total darkness
1. Advise Security that you are evacuating.
2. Crawl on your hands and knees, do not stand.
3. With the back of your right hand, feel and follow the wall to your right.
4. Sweep your right hand in an up and down movement, feeling for door knobs.
5. Feel any door for heat before you open it.
6. With your left hand sweep your hand on the floor in front of you for obstacles or stairs.
7. Crawl down stairs backwards, feeling the steps with your feet. (Left hand on the right-hand wall).
8. Never lose contact with the right-hand wall, you will eventually find the exit.

During a power outage
1. Remain calm.
2. If emergency lighting does not come on, wait a few minutes: power interruptions are frequently of short duration.
3. Do not use candles, matches, lighters or other open flames as light.
4. If you work with hazardous chemicals, keep a flashlight available to allow you to safely shut down operations.
5. If lighting is interrupted for more than 10 minutes, notify Security at 514-398-3000 (Downtown) or 514-398-7777 (Macdonald).
6. Do not move around in the dark. Security will evaluate the need to evacuate the building.