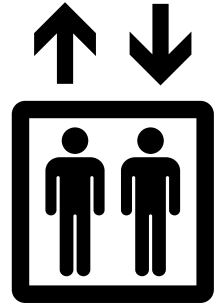


# Building Owners' Checklist:

Good practice for assisting residents when elevator service is unavailable



## Communication

Elevator Service Notice (Planned and unplanned outages) Notice template is prepared and ready for use.  Information includes: <ul style="list-style-type: none"> <li>• Date and time of expected/current outage</li> <li>• Date and time elevator service company was/will be contacted</li> <li>• Expected length of outage if known</li> <li>• Contact name and number of responsible person residents can follow up with for more information</li> </ul>	
Elevator Service Notices will be <i>(check all that apply)</i> :	
<input type="checkbox"/>	Posted in the building (for planned outages, include posting inside elevators)
<input type="checkbox"/>	Delivered to each door
<input type="checkbox"/>	Emailed to residents
<input type="checkbox"/>	Posted to building website or online portal
<input type="checkbox"/>	Other (translated into other languages? Do residents need notification in a different format depending on their needs?)
Residents have been advised where Elevator Service Notices will be posted and distributed	
Residents who need assistance when there is no elevator service have been invited to identify themselves to the building owner/operator	
List of names and contact information for residents who need assistance when elevators are out of service is up to date.	
Residents with mobility issues will be notified of planned outages as far in advance as possible so they can plan ahead	

## Assistance to Residents

Consider and determine what type of support you can provide when elevator service is unavailable due to planned or unplanned outages. Here are some suggestions.

	Support to meet daily needs like errands and grocery shopping
	Provided and paid for by building owner/strata corporation/co-op
	Provided by building owner/strata corporation/co-op and paid for by resident
	Provided by residents who have volunteered to assist
	Social support such as in-person check-ins
	Provided and paid for by building owner/strata corporation/co-op
	Provided by building owner/strata corporation/co-op and paid for by resident
	Provided by residents who have volunteered to assist
	Technical support to help residents stay in communication with their friends and family; or online appointments
	Provided and paid for by building owner/strata corporation/co-op
	Provided by building owner/strata corporation/co-op and paid for by resident
	Provided by residents who have volunteered to assist
	Alternative ways to navigate stairs are available (circle one): chair lift; stair lift; back-up elevator; evacuation chair; other (list here)
	Provided and paid for by building owner/strata corporation/co-op
	Provided by building owner/strata corporation/co-op and paid for by resident
	Alternative living arrangements are available (in same or other building)
	Provided and paid for by building owner/strata corporation/co-op
	Provided by building owner/strata corporation/co-op and paid for by resident
	Other kinds of support available ( <i>list here</i> ):
	Tenanted units: Rent reduction or financial compensation provided if no elevator service is available for (number of days)
	Residents know what assistance is available and how they can access it.