



mathrubhumi.com

A Complete Hand Book on
Safety
in Multistorey Apartments.





Sunilkumar V.

Founder & Managing Director
Asset Homes

Dear friend,

Travel the length and breadth of Kerala, and a common sight that greets your eyes are the long stretches of high-rise buildings reaching far into the skies. The majority of city dwellers who choose apartments to live in the city do so mostly in the interest of their own security. Apartment complexes generally provide some inherent precautions against risks to personal safety and privacy.

However, even while living in an extremely protected environment, lack of awareness of how to use such facilities may lead to certain dangers during inevitable, critical situations. We are aware of a few isolated occurrences of this nature. In view of these potential dangers, to create awareness about their own security amongst the residents of multi-storeyed apartment complexes, a handbook seems to be a necessity. This book has been prepared drawing heavily from the practical experience and technical know-how of developing and delivering apartment projects across Kerala.

It is indeed a wonderful gesture of social commitment from Mathrubhumi.com, the Malayalee's popular portal, that it has undertaken to associate in reaching this booklet across to apartment owners and the public, thereby creating a deep awareness. We are grateful to Dr. Muralee Thummarukudy, Chief of Disaster Reduction, United Nations Environment Programme, for his suggestions and guidance in preparing an informative booklet. Asset Homes hopes that this handbook would be read, preserved and utilized by one and all.



O.R. Ramachandran
Senior News Editor
Mathrubhumi.com

We are always ready to dedicate our time and money towards beautifying our homes. Isn't it? But how many of us really think about improving the safety of the house and the inhabitants. Through e-Book, we are attempting to highlight this most important factor before the readers.

As far as an average middle-class citizen is concerned, a house is the fruit of his or her hard work in the entire life. It is therefore extremely important to ensure the safety of our home which shelters us and our dear ones.

For this reason, Mathrubhumi.com was extremely happy to welcome the idea of an e-Book which was put forth by noted building developer Asset Homes. e-Book contains comprehensive safety guidelines and safety features to be adopted while building a house.

At a time when fire accidents are becoming a recurring tale, this E-Book turned out to be an ultimate necessity in front of us. Muralee Thummarukudy, Chief of Disaster Risk Reduction in the UN Environment Programme, will be the advisor of the E-Book, which will be the first such initiative in the entire country that talks about the safety criteria for buildings.

The idea of an e-Book was born out of our desire that time and situations should not stop anyone from reading it. Mathrubhumi.com hopes that this e-Book will be of much value and benefit to people and help them shift focus to safety.




Muralee Thummarukudy
Chief, Disaster Risk Reduction
UN Environment

Safety in Apartments

A house, a small courtyard and a well, surrounded by trees... Earlier the Malayali's concepts of a perfect home were like this. When they heard about the apartments in Mumbai, Malayalees were sure that it won't ever happen in Kerala. But in the 21st century the apartments are rising faster than houses. Now from cities it has moved to the small towns. We are not so far away from a time where almost all Malayalees are living in apartments.

For thousands of years we lived in single houses, built on the ground. When a generation accustomed to such culture suddenly move to high rise apartments, many cultural as well as non cultural changes can occur. Safety is one of the main issues. There are many other problems like handling water and fire, electric system which are not in control.

Most people who come to live in apartments in Kerala, it's their first time. So, they have zero experience and no idea on the safety measures. At the same time, there is no one to educate them about this. And every year, we see the tragic consequences of these issues. Children are drowning in bathrooms and swimming pools, falling down from balconies, elders are falling in bath rooms,



and homemakers don't know how to deal the fire attacks in apartments. How much of this have we already seen.

Thus, Mathrubhumi's decision to bring a hand book on Safety in Apartments and Asset homes' willingness to support this initiative are praiseworthy. Let this book reach every one living and working in high rise apartments all over Kerala. Let them read it. Let the problems be reduced. Let no fire break out in any of the apartments in Kerala.

Congratulations to Mathrubhumi and Asset homes.



Mahesh L
Chief Technical Officer
Asset Homes

Know Your Home

The number of people residing in apartments is steadily on the increase in Kerala. Currently we see multi-storeyed buildings inching their way into rural areas and villages. However, we as a society are not totally aware of the risks that living in apartments poses to our security. This booklet of guidelines describing the precautions and security standards to be maintained by residents of multi-storeyed buildings is the first of its kind in India. This book includes suggestions from MuraleeThummarukudy, Chief of Disaster Risk Reduction, United Nations Environment Programme.

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Background

While apartment blocks more than six storeys high being used as residences are more than 100 years old in the western countries, living in high rise apartment is a somewhat recent phenomenon in Kerala. More than 90 percent of apartment residents in Kerala are first time owners of apartment buildings. As such they do not always understand the specific issues associated with safety in apartment blocks as against living in a typical Kerala house with a compound with familiar neighbours. Every year many accidents occur, some causing death or major injury to the occupants of the apartments indicating that this is a serious issue which need to be addressed. This booklet is meant to serve that purpose.

Target Audience

This booklet is meant for four separate target audience.

1. Residents of the apartment
2. Security personnel in the apartment
3. Caretakers
4. Residents associations

Collective and collaborative working of these four groups are absolutely essential to ensure good safety of the residents in the apartment.

Safety and Security

While the words safety and security are often used interchangeably, they actually mean different things. In Malayalam, there is actually only one word “Suraksha” to indicate both safety and security. It is important to understand what these two words mean.

Safety hazards are those situations which could harm a resident of an apartment even though there is no deliberate attempt by anybody to do so. A fire breaking out in the apartment from a leaked pipe of gas is a typical safety situation.

Security hazards are those situation which could harm a resident of an apartment where somebody is deliberately trying to cause harm. A burglar trying to break into an apartment is a typical security situation. Both issues are important in ensuring quality of life of apartment dwellers. However, both needs very different approaches which often need to be delivered through the same system (residents association, security staff, care takers and residents). This booklet only deals with safety issues.

Safety Issues

Safety issues in an apartment block may be divided into four separate categories.

1. Safety issues in individual houses
2. Collective safety of the apartment block
3. External natural hazards which can impact the apartment
4. Emergency preparedness and response

Safety Issues in Individual Apartments

The following are the typical safety hazards in an apartment block.

Fire Hazards

In order for a fire to materialize you need three separate things. A source of fire, a set of combustible materials and plenty of oxygen. In the apartment block there is always the kitchen where flame is lit or things are heated up every day creating a source of ignition. Most materials inside an apartment block, such as furniture, bedding, clothes, are combustible. Clearly there is no lack of oxygen. So apartment blocks can have a fire any given day unless regular precaution is maintained. In Kerala, we increase this risk by transporting one of our cultural artifacts, the holy lamp (nilavilakku) or prayer candle, into the apartment. While good designers take cognizance of a fire erupting in the kitchen, the possibility of a fire erupting from a holy lamp is not often considered as many of the designers of our building are from outside Kerala or even outside India who are not aware of our customs. So we need extra precautions in having additional ignition sources in the house.



No open flame or hotplate should be left unattended for extended time (more than few minutes) and families should establish internal protocols for “cross checking” on fire hazards every day before they go to sleep.

In addition to open flames short circuits and power surges can often cause sparks which can create fire hazards.

In Western countries every apartment block will have one fire extinguisher and a fire blanket. The residents of the apartment will also be trained to use them. It is a good investment of your time and money to buy a portable fire extinguisher and a fire blanket for every apartment and all residents, including children, are taught how to use them.

In western countries it is also common for children to be prevented from entering the kitchen area through setting up temporary guard rails.

Slip, Trip and Falls

A major cause of injuries in apartment blocks is slip, trip and falls. Our apartment blocks often have marble, tiles or other slippery materials as flooring which many residents, especially the elderly, are not used to. When these floors are wet, this can lead often to residents slipping over. Such falls can be very serious and even fatal to elders.

Ensuring that residents are aware of the slipping hazards in an apartment is the starting point. Whenever people are wiping the floor with wet clothes it is a good idea to establish a system of giving an indication to elders and children that the floor is extra slippery. Bathrooms should preferably have anti slippery tiles.

As the space in apartment block is somewhat limited compared to residential houses, they could often be crowded with furniture. In addition, people often lay cables for television and PCs across the room without proper care creating addition tripping hazards. The opening to the balconies also create tripping hazards which could also be fatal.

A third kind of hazard is falling objects within the apartment. These could be loose furniture which can be tipped over when children climb on them or things which could fall onto peoples head when trying to recover from elevated storage space. Furnitures should be properly secured and materials should only be recovered following correct procedure. Having access to a step ladder while storing or recover objects from overhead storage can reduce the injuries from falling objects as well as falling from chairs.

Families should check their houses and identify the existing tripping hazards. They should also prevent creating any new hazards and be very careful when such temporary hazards are created such as while vacuuming the floor.

Falling from Height

As apartment blocks rise above the ground level, falling from heights is one of the key specific risks in them. Children could often slip out through open windows or grills on the balcony. Adults could also fall over, in advertently as they are attending to some other household chore climbing on chairs to fix something in the balcony or the room.

When there are children in the apartment, special care need to be taken to ensure that the balcony grills are not wide enough for children to slip through and there are no chairs or tables children can climb to fall over balconies or windows.

Toxic Substances

While one does not normally consider an apartment block as a storehouse for toxic substances, every household contains substances which are toxic and could be harmful and even fatal to children. Floor and toilet cleaning liquids, soaps and detergents, medicines are all potentially harmful to children. Residents of the apartments should ensure that such chemicals are always kept out of reach from the children.

Electrical Hazards

Unlike individual houses where the family often know the entire arrangement of the electrical wiring in the house, in apartment, the residents get a standard plan. Residents have no control over the quality of the wiring materials used and often have no understanding of power rating of plugs etc. Connecting multiple electrical equipment to a power plug often creates a hazard. Having power plugs at levels where children can poke their fingers or some other objects into it is another hazard. Individuals attempting to do repair of electrical faults in the house without switching the mains off or having any training is another hazard which all could prove fatal.

Chocking Hazard

While chocking hazard is not specific to apartment living, both children and adults could suffer from chocking hazards. While both adults and children can choke from food items, especially fish and meat bones, children in particular could swallow small pieces of toys or other materials lying around. In a high rise apartment, the time it takes for the child to be taken for medical

attention can be fatal and it is important that families ensure that maximum effort is taken to prevent choking hazards. Families should also learn standard procedures dealing with choking.

Drowning

While one would assume that there is no drowning hazards in individual apartments, that is not the case. Young children could drown in bathtubs or even a pale of water less than 3 inch water. The key here is water safety awareness and constant supervision of children.

Awareness of Household Safety Systems

Every apartment building would have built in safety measures in every house. This could range from fire alarms, sprinkler systems, power tripping arrangements and more. Every resident of the apartment should get themselves familiar with these systems.

Collective Safety in the Apartment

In addition to individual safety in every apartment, there are collective safety issues which also happen in apartment blocks, which need to be identified and addressed. Some of the key issues are.

1. Traffic safety
2. Fire safety
3. Water safety
4. Elevator safety
5. Children's play ground safety

Traffic Safety

Traffic safety hazards in the apartment comes from two separate issues; (a) residents entering and leaving the apartment complex (b) residents and visitors maneuvering their vehicles inside the complex.

Vehicle Entry and Exit: The apartment block may be next to a very busy road or a very calm area. Both creates their own problems. Residents and visitors entering the apartment complex or leaving from it on foot, cycle, two wheelers or four wheelers into a busy road could create major safety hazards if not

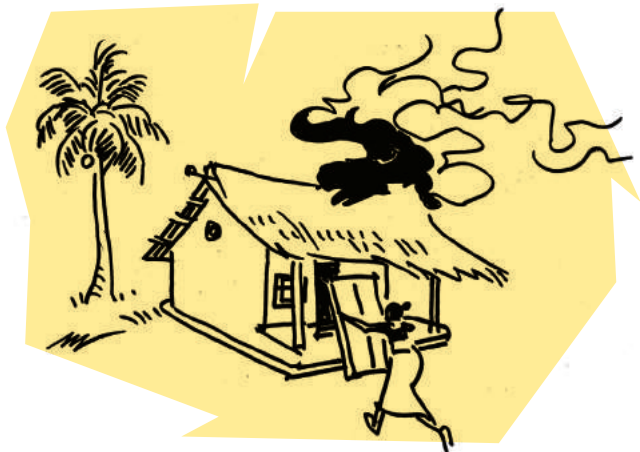
well controlled and managed. On the other hand if the area is usually calm, residents coming in and out of the apartment could suddenly create a traffic hazard which the community around is not used to.

A second and more regular challenge is residents and visitors driving their cars in and around the apartment complex. Many apartment complexes often have large public space through which people have to drive to reach their parking lot. Visitors are often not familiar with it. The apartment area, normally considered a safe zone, may have unsupervised children on bike or walking around. Toddlers sitting behind parked cars getting hurt or killed when the driver move the car is also typical.

There should be good visibility along the roads and car parks at all time and this need to be evaluated every six months to account for any new construction or vegetation growth. On days when many visitors are expected (like the Annual day celebration), special care should be taken to give guidance to visitors. Children should never be left unattended in the complex at any time, especially during evenings, rains and other low visibility times.

Fire Safety

In addition to fire sources in individual apartments, collectively the apartment may also have some fire hazard. This could be from electrical sources in pumping room or main electrical switchboard, spontaneous ignition from generator room, barbecues and other food preparation or burning for waste management. These are not in the control of the individual apartment



owners and therefore could happen without warning or supervision. It is important that there are systems in place to get early warning and respond to the same.

Overall building should have fire extinguishers in place in every floor and residents should be trained to use them. Fire exits should be free of cluttering at all times and doors should open easily. There must be an early warning system in the apartment block whereby residents can be warned collectively in the event of fire erupting.

Everybody should also know that lifts should NOT be used in the event of fires. This apply also to maintenance and fire crew, who often violate these rules due to expediency.

Water Safety

Most middle and higher end apartment blocks these days have swimming pool either at the ground level or on the roof. Residents associations often depend on parents exercising control over their children to avoid mishaps. However, periodically this control is broken and tragedies result.

Elevator Safety

One of the unique and ubiquitous factors associated with a highrise building is an elevator. Use of elevators is still only a generation old for many Keralites and it brings many challenges which often lead to safety situations.

Being Stuck in the Elevator

Getting stuck in the elevator even during a non emergency situation can be very scary. However, there is nothing to panic as even in a crowded elevator there is enough oxygen for people to breath and nobody will die due to shortage of oxygen. However, panic may cause people faint or behave aggressively (even stupidly), but the key is to keep calm, call the operator or raise alarm otherwise. Once you know that people outside have understood that you are inside the elevator you need to make no further effort to raise alarm or extricate yourself.

If you actually hear somebody stuck inside an elevator, immediately inform the security/caretaker to arrange for rescue. However stay with the stranded person and continue to talk in a calm manner reassuring them that help is on the way at all times.

Children Stuck in Elevator

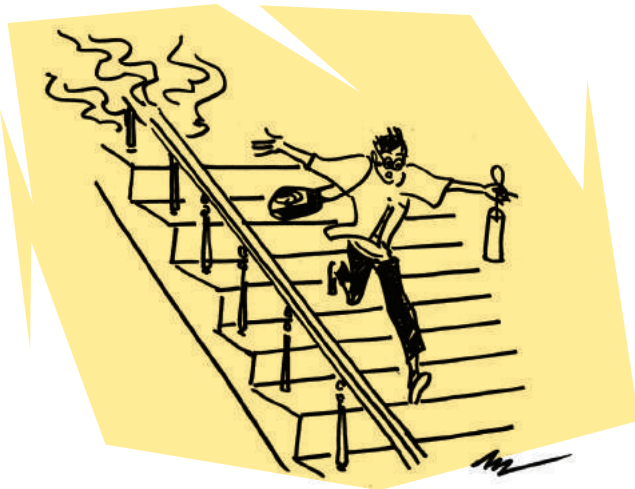
Unsupervised children can get into an elevator and could be stranded without knowing what to do. The parents of the children often get panic not knowing where the child is. Once again, there is no safety hazard per se here. Once you have report of child missing in the apartment, immediately the swimming pool should be checked, followed by the car park and then the elevator. Children stuck in elevator could be traumatic to the child and parents but no physical harm results from such a situation.

Elevators under Repair

A typical dangerous situation is when the elevators are under repair but the doors open when the button is pressed. People rarely check if they are entering into an elevator cabin or an empty well and have fallen to death. While all residents should take care to first verify if there is indeed an elevator cabin before they go through the door, maintenance crew should also put barring tapes at every level when an elevator is under repair.

Use of Elevators During Fire

People, including emergency response personnel, had died trying to access or exit a fire rapidly using an elevator. The rule is simple, DON'T use the elevator during fire.



Children's Playground

Children's play ground is both a source and destination of hazards. Play ground equipment, such as slides and rides, when not maintained well, could cause accidents. Ball games such as cricket, has the potential to cause harm to players and passers by alike. Finally children chasing balls could run into traffic causing accidents.

External Natural Hazards

Every apartment block sit in a context where it can be affected by external natural hazards like earthquake, floods, heavy wind, lightning, falling trees etc. While apartment planners should take care of these aspects, they often don't and people who are not familiar with the geography of the area often fall prey to nicely built apartment blocks in flood prone areas. Only when floods lock them down in their apartment, flood their garages and cut off electricity, water supply and access to the apartment that people realise these hazards. By then it is too late.

Prior to buying an apartment, owners should make a due diligence to see the apartment block is sitting in areas of potential natural hazards. Water front apartments are particularly vulnerable to floods. Apartments near wooded areas should consider if trees from adjacent compounds could fall over and cause damage. In sea facing apartments, heavy wind can often break large unreinforced glasses. All these need to be considered both by planners and owners while planning and owning apartments.

Emergency Preparedness and Response

Every apartment block should have a system whereby in the event of a safety incident, be it small or big, it is handled in a professional manner. This should be a written down plan which all adult residents of the apartment are familiar with. The following are the key elements of such a plan.

1. Command and control
2. Technical resources
3. Physical resources
4. External support arrangements
5. Assembly area

Command and Control

In the event of a safety incident in the apartment block, it should be clear to all that who is in command. Often people assume 'security guards' are in charge while they have no idea about the safety hazards or the training to respond. The caretakers may have access to equipment but are not often available 24/7. Many of these people do not taken ownership of problems within individual flats due to legal and other responsibilities thus making the response slower.

Ideally the residents association should have a system whereby the president should be the On-Scene-Commander (OSC) if something happens. If the president is not available, one of the available committee members should stand in to manage the emergency. In addition every floor should have two people assigned as 'floor wardens' who are familiar with who all reside in that floor, including those rooms which are locked and those where people are renting instead of owning the apartment. They will act as interlocutors between the affected apartment and the OSC.

Technical Resources

The On-Scene Commander should be supported by technical experts to carry out the emergency response activities. This could involve security guards, electricians (in case of electrical incidents) and swimming pool attendants. All these people should be trained to deal with various emergency situations. In addition, if there are doctors who are resident inside the apartments their contact details should be available with the security guards.

Physical Resources

Every apartment block should have access to minimum set of physical resources to deal with an emergency. This involve, as a minimum, the fire extinguishers in every floor, fire hydrants, fire buckets and first aid kit. Having an Automated External Defibrillator (AED) should be considered by every apartment block available with the security team and security guards should be trained to use the same.

The plan of the building including electrical wiring and plumbing should be available with the security and caretakers for emergency services to use.

External Support Arrangements

Every apartment blocks should have a contact details of

1. Nearest ambulance service
2. Nearest hospital
3. Nearest fire station
4. Nearest police station
5. Other nearby apartments
6. Lift servicing company

These should be printed and displayed in the security cabin, in front of the caretakers room and a copy should be given to every resident for their personal use. It may also be appended to this document.

In the event of an incident the On Scene Commander should make the decision to call for external assistance. When an OSC is not available or not able to function effectively such call could be made by any other person.

Special Challenges in Apartment Safety

There are some unique challenges in dealing with apartment safety which need to be factored in to minimise the risk in case of emergency situations

1. Residents and visitors
2. Locked houses
3. Elderly and people with special needs
4. Head count and assembly areas

Residents and Visitors

At any given time there will be many type of people inside an apartment block. There are the owner residents and their families, there are those who rented apartments, regular services staff, people who have to deliver goods or maintain equipment and visitors to families or offices.

While well run apartments try to keep a system to record those who are going into the apartments other than residents, this system is fall from fool proof. As a consequence, when there is an incident, it is not easy for the emergency services to estimate if anybody is stranded inside the buildings. Often lives of emergency services are put at risk to rescue people who may actually not be there, but others assume they are. Having effective visitor registration will save lives in emergency situations.

Locked Houses

In Kerala more than half of the apartments in many apartment blocks are owned by absentee landlords. Often the key of these apartments are not available with the security or caretakers as the owners are afraid that their apartments could be misused in their absence. If there is an emergency situation be it a water leak or fire from an apartment above or below or a fire due to short circuit erupt from locked houses, this lead to a major hazard for all residents.

In developed countries, the main entry of every apartment is controlled with one master key and such system should be introduced in Kerala too. However, till that is introduced, a spare key of All apartments should be available in the security cabin.

Elderly People and People with Special Needs


Apartment blocks are increasingly preferred by old people due to the security they offer. However, in case of emergencies this will become a major constraint as they will not be able to get themselves out of the building running down the stairs. Similar is the case with people who are visually challenged, paralysed or otherwise constrained mobility. The security should have a list of apartments where such people reside so that emergency services can reach them as a matter of priority.

Head Count and Assembly Area

Every apartment block should have a designated assembly area which is free from hazards where residents can assemble in the event of an incident. In Kerala, often all neighbours and passerby start to assemble around a building on fire or other issues and identifying who is a resident and who is a passerby is not possible. The warden of the floor should take care of this task and make a headcount before people are allowed to disperse. This will save unnecessary hassle for emergency services.

Training and Exercising

If the emergency plan has to be effective, it need to be simple, understood by all actors and periodically exercised. A fire drill every six months should be mandatory. Every month, there should be a safety talk in the apartment taking one of the issues (electrical safety, slips and trips etc). In addition every three months there should be training of the AED, first aid and Basic Life Support Undertaken so that residents, caretakers and security are uptodate



about the procedures. Preventive and corrective maintenance to be included like periodical inspection of stairs, storage tanks, safety installations etc. Finally, regular internal audit of the fire and rescue equipment, fire extinguishers and AED should be done.

It is always a good idea to check out the external linkages too. Many of our apartment buildings are not known to the fire services who might take longer than needed to locate the houses. In many apartments, bigger fire trucks cannot reach the foot of the apartment and in some cases fire hydrants may not be available or functioning. All these need to be tested, in cooperation with authorities periodically so that when the bad day comes, every body is as prepared as they could be.

Be safe.

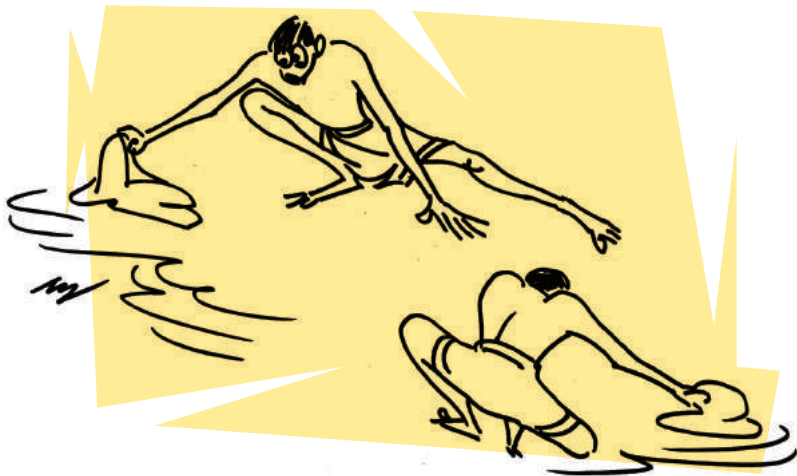
How do I escape from the fire?

- Check doors before opening them. Be sure to check a door by kneeling or crouching behind the door, reach up high and touch the door, knob and frame. If the door feels cool, open it with caution. Put your shoulder against the door and open it slowly. Slam the door shut if you see flames or smoke on the other side and use another escape route or stay in your apartment.
- If unable to leave your apartment, protect yourself by placing towels, sheets or clothes around the door and vents to keep the smoke out. Call the fire department using the emergency number to notify them of your location. If there is no smoke outside of a window, open it and signal for help by waving a bright towel, sheet or flashlight.
- Never use elevators in a fire. Use the exit stairways and close all doors behind you to slow the spread of fire.
- If an announcement can be heard over your building's public address system, listen carefully and follow the directions.
- If your escape route becomes smoky, crawl low under the smoke. Smoke rises, so the cleanest air is near the floor.



- If your route becomes impassable due to smoke, heat or fire, return to your suite or use an alternate escape route. Never go to the roof as you may become trapped with no means of escape or protection.
- Get out and stay out! Go directly to your planned meeting place and stay there. Call 101 or your local emergency phone number.

Balcony Falls



While falls can happen anywhere, they most often occur at home. What can you do to make your home or the home of someone you love safer?

- Remove clutter, small furniture, pet gear, electrical cords, throw rugs and anything else that might cause someone to trip in the balcony
- Arrange or remove furniture so there is plenty of room for walking
- Secure carpets to the floor
- Wipe up spills immediately
- Make sure outdoor areas are well lit and walkways are smooth and free from ice
- Use non-slip adhesive strips on stairs
- Use non-skid mats in the bath and shower
- Install grab bars in the tub, shower and near the toilet
- Install railings on both sides of stairs
- Provide adequate lighting in every room and stairway
- Place nightlights in kitchen, bath and hallways

- Make often used items more accessible, like food, clothing, etc., so an older person won't be tempted to use a stool or ladder to get to them
- If necessary, provide personal walking devices, such as a cane or walker, to aid in stability
- Never try to overreach balconies and windows
- Never attempt to stand over the balcony rail
- Avoid usage of chairs and tables in the balcony areas

How to Escape from Stranded Elevator

There are few situations worse than being trapped in an elevator to elevate the pulse of anyone afraid of heights, confined spaces, or both. If you should ever find yourself lodged unfortunately between floors (or are currently reading this inside a stuck elevator), here is just about everything you should do to ensure a speedy escape. The thing to keep in mind is that, unless you find yourself in a life-or-death situation, the best thing to do is to call for help and wait for it. Many of your attempts to escape can actually lead you to more danger. To learn how to escape a stranded elevator as safely as you can, follow the instructions given below.

Stay Calm

As soon as you realize you're stranded, you may feel a natural urge to panic. However, you have to tell yourself to put mind over matter, and to stay as calm as possible. If you start panicking, your body will start to feel the effects, and you'll only be making it more difficult for yourself to think clearly, and therefore making it harder for you to find a way to escape.

- Take a deep breath and relax your body. It is hard for your mind to be in panic when your body is relaxed.



Find a Light Source if Elevator is Dark

If the elevator is dark, you can create some light by using a key chain flash light or opening your cell phone. Try your best not to keep the device on for so long that battery power is drained. Creating light will help you see the buttons and get a better sense of your situation. Check out your cell phone to see if it has a special 'flashlight' feature. If so, this can come in handy as long as you make sure it doesn't drain your battery!

- It's also important to quickly get a sense of how many people are stuck in the elevator with you.



PRESS CALL BUTTON If it's dark, use the light source to find the call button. Then, press the call button to contact a technician to help you. This will alert maintenance personnel if there is a problem with the elevator. This is the quickest and best way to get help.

If there's no answer, try calling for help. If there is no response to pressing the call button, check your cell phone for reception. If you have any reception, call your local emergency services. If there is still no response, press the alarm button a few times.

PRESS DOOR OPEN BUTTON Sometimes, this button can just get jammed, and if you press it, it'll open the elevator right up. You may be laughing, but you'd be surprised by how many people call for help to escape a stranded elevator only to find that they just have to press the 'door open' button again.

- You can also try the 'door close' button, which may have gotten jammed as well.

you can also try pressing the button of a floor below where the elevator is currently resting.



Get Attention of People Outside

If you've tried the call button or tried calling for help and have gotten no answer, then your next bet can be to try to shout or call for help. You can try to bang on the door of the elevator with shoes or other objects and yell to alert passersby. Depending on the sound transmittance of the door, tapping firmly with a key on the door may make a loud sound throughout the elevator shaft. Shouting can help alert people who are outside the elevator to your situation, but you should know that shouting or yelling excessively can also cause you to panic more, so make sure you try to stay reasonably calm when you are calling for help.

Just Wait

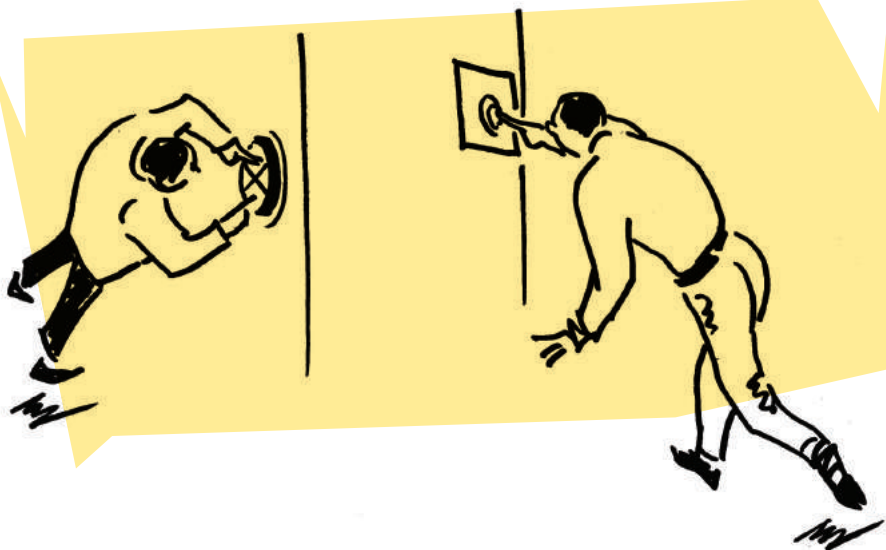
If you are not in an extreme life-or-death situation, just wait it out. In a best case scenario, people will notice the elevator is not working in minutes and you'll be out in no time. People frequently use the elevator and people in the

building, especially building personnel, should quickly notice that something is off. Though shouting for help can also help, if it hasn't gotten you anywhere after a while, it's better to stop and wait than to use all of your energy.

- If you've successfully made contact with emergency services, just remember that they'll be on their way as quickly as possible; entrapment calls are taken seriously and you could be freed in thirty minutes or less.

If you're by yourself, waiting may be a little more difficult, but try to occupy yourself. If you have a magazine or book on hand, consider yourself lucky. Don't waste your phone power by playing with your phone. Instead, try to think of ordinary things to calm yourself down, such as making a list of all of the things you did today, or trying to remember everything you had for dinner for the last week. Stay optimistic by thinking of all of the things you have to look forward to in the upcoming weeks.

Pull or push the 'stop' button to ensure the elevator doesn't move while you're attempting to crawl out.



EMERGENCY CONTACT NUMBERS

1. FIRE DEPARTMENT - 101
2. POLICE - 100
3. AMBULANCE
4. SECURITY





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