Be Prepared

- Know the location(s) of bathrooms with emergency pull cords in your area.
- Know how to unlock them.
- If a special key or tool is required, know where it is kept. Some doors will open by using a coin or other slender object in the slot.
- Periodically check that the tool is present and that the lock(s) on the bathrooms are functional.

Respond

- Respond to the person. The sooner the better, especially if someone is injured.
- Ask “Are you OK?” and “Can you open the door?”
- If the person needs assistance or there is no response, let them know that you’ll be right back with help and the key.
- Retrieve the key, wrench or other device and open the door.
- If you can’t unlock the door, call Public Safety for assistance.

Avoid these hazards

- Emergency pull cords must be accessible even if the person is lying on the floor.
- The cord must hang freely, it cannot be wrapped around anything, tied or taped above a reachable height.