



Whilst the use of mobility scooters has been common place for many years, more recently there has been a surge in the use of e-bikes and e-scooters which are often seen as cost effective and sustainable modes of transport, particularly in larger towns and cities, where they are also viewed as alternatives to public transit.

This guidance highlights some of the hazards associated with the storage and charging of mobility scooters, e-bikes and e-scooters and the steps that can be taken to reduce or mitigate these risks.

Safety Considerations

If you are responsible for a care home, apartment building, condo, sheltered housing facility, emergency shelter or similar accommodation you should have a policy in place for the storage and use of mobility scooters, e-bikes and e-scooters. E-bikes, e-scooters and mobility scooters must not be parked or stored in escape or egress routes, where they may

form an obstruction should your facility need to be evacuated in the event of an emergency.

Wherever possible, you should store and charge e-bikes, e-scooters and mobility scooters in locations designed for this purpose and always store them there when not in use for prolonged periods of time.

Charging of these vehicles in communal areas and within residents rooms should be prohibited.

Ideally, storage/charging areas for e-bikes, e-scooters and mobility scooters should have direct access from outside the facility and provide at least 60-minutes fire resistance in the event of a fire in the storage / charging room. Where there is a door allowing access to the facility from the storage area, the door should also provide at least 60-minutes fire resistance.

Your facility maintenance and operating policy relating to e-bikes, e-scooters and mobility scooters should recognize that there may be a maximum number of units that may be safely used, charged and stored on your facility at any one time.

To minimize life safety implications, e-bikes, e-scooters and mobility scooters should not be charged in direct sunlight or at night when people may be sleeping in the facility.

Where portable charging devices are used, they must be periodically checked and inspected for signs of overheating or even burning, exterior damage or staining, evidence of misuse, unsafe or loose connections, unsuitable conditions for use etc. If there is any damage to or breaks in the insulation of the charger or wires, it must be removed from service.



All users and owners of e-bikes, e-scooters and mobility scooters should be instructed in the charging and maintenance of their units at the time of purchase or leasing.

Only charging devices provided by the manufacturer of the e-bike, e-scooter or mobility scooter should be used. Make sure that all chargers have one of the recognized Canadian certification marks such as:

Canadian Standards (CSA) or Underwriters Laboratory (UL or cUL) marking – UL2271. The chargers should be supplied from a dedicated, suitably rated electrical circuit rather than from one of the general circuits in the facility. The charging circuit should be linked to automatically isolate the charging circuits safely in the event that the automatic fire detection and alarm system in the facility activates or if there is a failure of the mains power supply. Power circuits should be configured to require manual resetting of the circuit breaker or isolator when the power is restored.

The use of temporary extension leads and adaptors for charging e-bikes, e-scooters and mobility scooters must be avoided.

The batteries of e-bikes, e-scooters and mobility scooters should not be covered by blankets or any other combustible materials when being charged.



Fire Protection

Charging and storage areas for e-bikes, e-scooters and mobility scooters should be protected by the automatic fire detection and alarm system installed in your facility.

The fire alarm should be monitored either on-site or by an off-site alarm monitoring centre.

A suitable number of serviced, portable fire extinguishers appropriately rated for use on Class C electrical fires, should be available and immediately accessible in case of a fire, with staff trained in their use.

Should you ever notice that a lithium-ion battery or device is sparking or starting to emit smoke, the Fire Department must be summoned immediately. When lithium-ion batteries fail, they can undergo "thermal runaway". This involves violent bursting of one or multiple battery cells, hissing and release of toxic, flammable and explosive gases, and an intense, self-sustaining fire, which is extremely difficult to control and extinguish.

NEED TO REPORT AN INCIDENT INVOLVING AN INJURY?

If an incident occurs that may result in a claim for injury, please retain any accident investigation records, e.g. accident book entry, photos, etc. and contact our specialist claims team at 1-888-693-2253 (24 hour emergency claims response) for advice. Where you have received correspondence about a claim being made against you, it is important that you notify us immediately – please visit our website:

<https://ecclesiastical.ca/claims-centre/report-a-claim/>

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