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Emergency Response Guidebook

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Introduction

This guidebook is designed to provide quick-reference emergency procedures for all staff and students. Safety is a shared responsibility, and it is essential that everyone understands their role in responding to emergencies. Regular review of this guidebook will help ensure that you are prepared to respond rapidly and effectively in any emergency situation.

Every emergency presents a unique combination of factors and challenges; therefore, no guide can cover every possible scenario. Advance planning, awareness, and adherence to procedures are critical to minimizing risks and protecting the well-being of all individuals on campus.

This guidebook was prepared under the guidance of Mentor Language Institute's Academic Director to serve as a practical resource for emergency preparedness, response, and safety management.

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EMERGENCY NOTIFICATION

In the event of an emergency that may affect Mentor Language Institute, students, staff, faculty, and visitors will be notified promptly through one or more of the following methods:

Phone:

Mentor Language Institute direct line: (310) 887-0777

- Staff should answer promptly and relay critical information to students and visitors as needed.

Email:

Mentor Language Institute: info@mli.esl.edu

- Emails will provide instructions, updates, and guidance on emergency procedures.

Notes:

- All students, faculty, and staff are responsible for ensuring contact information is current.
- Notifications may be supplemented with in-person announcements, text messages, or public address systems as appropriate.
- Emergency notifications must be clear, concise, and delivered as quickly as possible to ensure safety for all individuals on campus.

MEDICAL EMERGENCIES AND FIRST AID

In the event of a medical emergency on campus, the safety and well-being of the affected individual are the **highest priority**.

1. Call for Help

- Call **911** immediately for serious or life-threatening conditions.
- Notify the Academic Director or Office Manager.
- Provide the following information to emergency responders:
 - Nature of the medical emergency
 - Exact location of the individual
 - Number of people affected
 - Any known medical conditions or medications

2. Assess the Situation

- Ensure the area is safe for both the responder and the individual.
- Avoid moving the individual unless necessary to prevent further harm.
- Determine if the individual is conscious, breathing, and responsive.

3. Administer First Aid (If Trained)

- Follow CPR, AED, and first aid protocols as trained.
- Use gloves or personal protective equipment (PPE) when handling blood or bodily fluids.
- Control bleeding with clean cloths or bandages.
- For burns, chemical exposures, or allergic reactions, follow the specific first aid procedures.
- Keep the individual calm and monitored until emergency personnel arrive.

4. After Emergency Response

- Complete an [incident report](#) detailing:
 - Nature of the emergency
 - Actions taken
 - Individuals involved
 - Outcome of the incident
- Review procedures to identify any preventive or corrective measures.

PREPARING FOR EMERGENCIES

In large-scale emergencies that may affect the campus or surrounding community, first responders may not be able to reach you immediately. It is essential that all students, staff, and faculty take steps to prepare for and manage emergencies independently until help arrives. To be prepared, you should:

1. Identify potential emergencies:
 - Understand the types of emergencies that could impact you (e.g., natural disasters, medical emergencies, fire, severe weather) and develop a specific plan for each scenario.
2. Know your exits:
 - Always locate at least two exits in any building you frequent. Familiarity with exits can save valuable time during an emergency evacuation.
3. Maintain an emergency kit:
 - Keep a kit in your car and/or residence with essential items, including:
 - Flashlight
 - Whistle
 - Small first aid kit
 - Food, water, and supplies sufficient to sustain you for at least three days
4. Plan for communication:
 - Consider how you will communicate with family and friends if cell phone networks are overwhelmed.
 - Use text messaging when possible, and designate an out-of-town contact person who can relay information between family and friends.

Additional Tips:

- Regularly review and update your emergency plans and kits.
- Practice evacuation routes and familiarize yourself with emergency procedures.

EVACUATING PEOPLE WITH DISABILITIES

During an emergency, special considerations are necessary to ensure the safe evacuation of individuals with disabilities. Staff should be familiar with these procedures and act with patience, clear communication, and awareness of each individual's needs.

1. People who are visually impaired or blind:

- Announce the type of emergency clearly.
- Offer your arm for guidance and describe your intended route.
- Ask if additional assistance is needed once you reach safety.
- Upon arrival at a safe location, verbally indicate where you are.
- If possible, stabilize the person against a sturdy object while awaiting further assistance.

2. People who are Deaf or Hard of Hearing:

- Gain attention using visual cues, such as turning lights on/off, gestures, or written notes.
- Ensure clear line-of-sight communication; do not yell.
- Provide clear instructions and assist with safety as needed.

3. People using crutches, canes, or walkers:

- Treat these individuals as injured persons.
- Assist and accompany them to the evacuation site if possible.
- If necessary, use a sturdy chair to move the person, or provide physical support to help them reach safety.

4. Wheelchair users:

- Consult the individual regarding their preference for evacuation.
- Determine if an evacuation chair is available.
- Remove any immediate hazards from the area.
- Advise first responders immediately of any special evacuation needs.
- If possible, move the individual to a pre-established area of rescue assistance.
- Stairwells may be safer than hallways in certain emergency scenarios.

Additional Guidance:

- Staff with questions about other considerations for people with disabilities should contact the Academic Director or Office Manager.
- Always maintain calm, clear communication, and follow established emergency procedures.

ACTIVE SHOOTER

In the event of an active shooter on or near campus, call **911** immediately. Take precautions to protect yourself. Do not pull the fire alarm, as this may endanger others.

When an active shooter is in your vicinity use the Run, Hide, Fight protocol.

1. RUN

If there is an accessible escape path, attempt to evacuate immediately.

When running: □

- Have an escape route and plan in mind □
- Evacuate even if others do not follow.
- Leave your belongings behind □
- Help others escape, if possible □
- Prevent individuals from entering an area where the active shooter may be □
- Keep your hands visible □
- Follow the instructions of any police or security officers □
- Do not attempt to move wounded people □
- Call 911 when you are safe

2. HIDE

If evacuation is not possible, find a safe location where the shooter is less likely to find you.

When hiding: □

- Stay out of the shooter's line of sight.
- Choose a location that provides protection if shots are fired (e.g., locked office).
- Ensure the hiding place does **not trap you or restrict movement options.**

To secure your hiding place: □

- Lock the door □
- Blockade the door with heavy furniture

If the active shooter is nearby: □

- Lock or barricade the door □
- Silence your cell phone and/or pager □
- Turn off any source of noise (i.e., radios, televisions) □
- Hide behind large items (i.e., cabinets, desks) □
- Remain quiet

If you cannot evacuate or hide safely:

- Stay calm.
- Call 911, if possible, to alert police to your location.
- If you cannot speak, leave the line open so the dispatcher can listen.

ACTIVE SHOOTER *continued*

FIGHT

As a last resort, and only if your life is in imminent danger, attempt to disrupt or incapacitate the shooter:

- Throw items or improvise weapons.
- Yell to create a distraction.
- Commit to aggressive actions to incapacitate the shooter.

WHEN LAW ENFORCEMENT ARRIVES

- Remain calm and follow all instructions.
- Put down any items in your hands.
- Immediately raise hands and spread fingers; keep hands visible at all times.
- Avoid quick movements toward officers, holding on to them, or pointing, yelling, or screaming.
- Do not stop to ask officers for help; evacuate in the direction officers are entering.

Information to provide to police or 911 operator: □

- Location of the shooter.
- Number of shooters.
- Physical description of shooter(s).
- Number and type of weapons held.
- Number of potential victims at the location.

SUSPICIOUS PACKAGE

If you encounter a suspicious package or item on campus, follow these procedures to ensure safety:

1. Do not open the item.

- If the item has already been opened, remain calm and follow the steps below.

2. Notify authorities immediately.

- Call **911**.
- Notify Mentor Language Institute management.

3. Do not move or examine the package further.

4. Secure the area.

- Keep others away from the item.
- Close off the area if possible.

5. Limit electronic interference.

- Avoid using cell phones or two-way radios near the suspicious package, if possible.

6. If contact with a substance occurs:

- Avoid touching your eyes, nose, mouth, or face.
- Do not touch others or allow others to touch you.
- Thoroughly wash your hands and arms from the elbow down with soap and hot water.
- Do not attempt to clean or cover any spilled material.

7. Follow instructions from emergency personnel.

- Emergency responders will provide guidance on next steps.

FIRE

In the event of a fire on campus, follow these procedures to ensure your safety and the safety of others:

1. Notify Authorities

- Call **911** immediately.
- Notify Mentor Language Institute management.

2. Using a Fire Extinguisher

Only attempt to use a fire extinguisher if all of the following conditions are met:

- The Fire Department has been notified.
- You know how to operate the fire extinguisher.
- The fire is small in size and not growing rapidly.
- The fire won't block your exit if you can't extinguish it or control it.
- You have the proper fire extinguisher to put out what is burning (paper, oil, electrical).

 **NEVER RISK YOUR LIFE TO SAVE PROPERTY.**

3. If Unable to Extinguish the Fire:

- Activate the building fire alarm by pulling a manual fire alarm station.
- Evacuate the building immediately; activation of the fire alarm makes evacuation mandatory. Close doors behind you as you exit rooms or the building.
- Do not use elevators.
- Take personal belongings only if they do not hinder your ability to exit quickly.

4. During Evacuation

- Follow directions given by the building's emergency coordinator, fire department, or police.
- Assist individuals who may need help reaching a safe area.
- Proceed to the established outside evacuation location to account for all personnel.

5. After Evacuation

- Do not reenter the building until authorized by emergency personnel, the Academic Director, or Office Manager.

CHEMICAL SPILL

In the event of a chemical spill on campus, follow these procedures to ensure safety:

1. When to Call 911

- Call **911** immediately if the spill or release poses an *immediate* threat to public safety or the environment.
- Notify the Academic Director or Office Manager as soon as possible.

2. Safety Precautions

- Do not attempt to clean up the spill unless you are specifically trained to handle minor chemical spills.
- Leave the area immediately and encourage others to do the same.
- Cordon off the area to prevent others from entering.
- Do not pull the fire alarm unless a fire has occurred.

3. Communicating with First Responders

- Provide first responders with detailed information regarding:
 - The type of chemical involved.
 - The location and size of the spill.
 - Any other hazards or special precautions.

4. Evacuation and Reentry

- Evacuate the building if instructed by first responders.
- Do not re-enter the building until an “all clear” is given by emergency personnel, the Academic Director, or the Office Manager.

NATURAL DISASTERS

Most natural disasters, with the exception of earthquakes, usually provide advance warning.

[NotifyLA: LA City Emergency Alerts](#) sends emergency alerts via phone, email, or text.

Additional information sources:

- Local media will broadcast updates on state functions (open/closed) and work reporting instructions.
- Campus-specific guidance will be emailed to all students, faculty, and staff as needed.

The media will also broadcast information about the status of state functions if they are open, closed, and who should or should not report to work. Campus-specific guidance will be emailed to all students, faculty, and staff as warranted.

EARTHQUAKES:

Occur without warning. If you are: □

- **Indoors-** Get under a desk, table, or supported doorway. □
- **Outdoors-** Stay in the open. Do not enter damaged buildings. Beware of fires, downed power lines, and/or aftershocks. □
- **Driving-** Stop. Stay inside your vehicle.

Note: A strong local earthquake may cause a tsunami.

HURRICANE:

High winds, heavy rain, flooding, high surf

- **WATCH:** Storm expected within 48 hours. Get ready.
- **WARNING:** Storm expected within 36 hours. At this point, the sirens may sound. Listen to your radio for emergency information and instructions.

See “Preparing For Hurricanes” tab for more information on hurricane preparedness.

TSUNAMI:

Series of destructive ocean waves affecting all shorelines

- **WATCH:** Tsunami possible-get ready.
- **WARNING:** Sirens will sound at this point. Stay away from shorelines
- To see Tsunami Maps and evacuation guidelines, visit:

<https://www.conservation.ca.gov/cgs/tsunami/maps/los-angeles>

STUDENT CRISIS RESPONSE

If you are in contact with a student who appears to be an immediate threat to his or her own safety or the safety of others, please call **911** immediately.

Crisis Situations Include:

- A student expressing an intention to commit suicide or inflict serious harm on themselves.
- A student expressing an intention or exhibiting behavior indicating an imminent threat to harm others.

Non-Emergency Situations

If a student does not pose an immediate threat but exhibits behavior indicating potential for harm, refer the student to appropriate support services:

Suicide Hotline (call or text): 988

Los Angeles County Department of Mental Health 24/7 Help Line: (800) 854-7771

[Substance Abuse Service](#) Helpline at 1-800-854-7771, option 2

BOMB THREAT

Bomb threats usually are received by telephone. If you receive a bomb threat call, remain calm and obtain as much information as possible from the caller. □

- When will the bomb explode? □
 - What kind of bomb is it? □
 - What will cause it to explode? □
 - Where is it right now? □
 - What does it look like? □
 - Did you place the bomb? □
 - Who placed the bomb? □
 - Why did they place the bomb? □
 - What is your address? □
 - What is your name? □
 - Describe the caller's voice, any background noises you heard, and the exact wording of the message. □
-
- If the bomb threat is received via a note or e-mail, provide this information to the MLI office immediately. □
 - **Call 911 immediately.** □
 - Notify the Academic Director, the Office Manager and/or a building representative □
 - Do not touch suspicious packages.
 - Be sure to inform MLI of any suspicious packages, items or people in the area. □
 - Follow instructions from the Building Coordinators and first responders in regards to evacuation assembly areas.

UTILITY FAILURE

There are no warnings for utility outages, except for planned outages, and outages usually occur as the result of other disasters such as hurricanes, earthquakes and fires.

Required Actions

Electrical outage:

1. Disconnect all equipment that could be damaged by a power surge before electricity is restored. Turn off lights, appliances, and other devices to reduce the power requirements for restoration.
2. Evacuate the building or facility if safety is a concern.

Water Outage:

1. Report all water outages or pipe breaks to the Office Manager. The Office Manager will contact maintenance personnel to investigate the problem and fix any problem within their capability.
2. Should the water outage affect large sections of the building, classes and operations, except for essential workers, may be suspended.

Emergency Operations (Short-Term & Long-Term)

Short-Term Exigencies (1 to 14 Days)

During short disruptions where the physical campus is temporarily inaccessible or unsafe, the Office Manager or Academic Director may enact the following countermeasures:

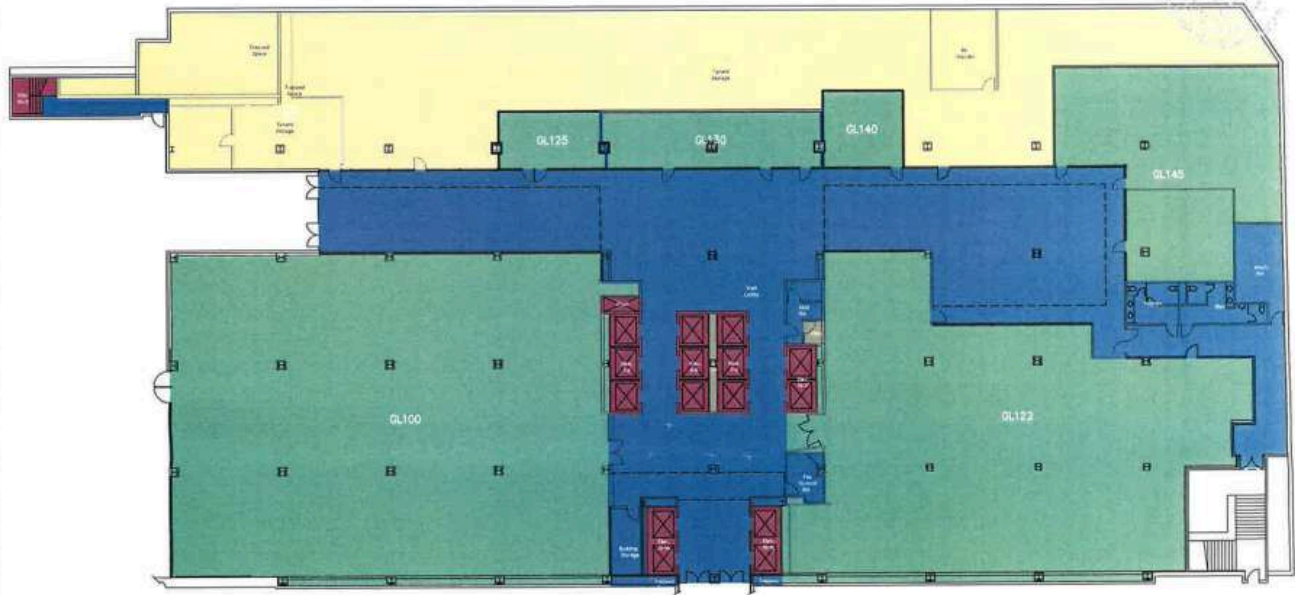
- **Temporal Realignment (Schedule Extension):** To compensate for lost instructional time, the Director of Studies may mandate the extension of standard daily instructional minutes or the implementation of supplementary weekend practicum blocks. This ensures all programmatic clock hours are recuperated synchronously and in person.
- **Structured Makeup Paradigms:** Students who miss classes due to exigency-related impediments are permitted to undertake formalized, face-to-face makeup hours. To satisfy requirements, the instructor will construct a documented academic plan tailored to the student, ensuring makeup hours are pedagogically equivalent to the missed face-to-face instruction.
- **Micro-Cohorting and Spatial Staggering:** If an emergency necessitates reduced physical density within the facility, the administration may implement staggered instructional shifts (e.g., oscillating morning and afternoon cohorts). This allows the institution to maintain uninterrupted contact hours while observing necessary physical spacing constraints.

Long-Term Exigencies (15+ Days)

When an emergency grows into a prolonged disruption of the physical learning environment, the following flexibilities may be initiated:

- **Temporary Satellite Relocation:** Should the primary facility become structurally untenable for an extended period, the institution may temporarily relocate in-person instruction to an alternate, secure physical venue (such as a leased community space). All face-to-face curriculum delivery will persist unabated in this secondary location, pending the necessary emergency notifications to ACCET and SEVP.

Evacuation Map For Oppenheimer Tower Building - Garden Level



SUITE	OCCUPANT	USF	CLSF	LED	SUITE	OCCUPANT	USF	CLSF	LED
GL100	Regents of the	0,695.42	---	---	GL130	AP 10880 LP	835.99	---	---
GL122	American College	7,347.50	---	---	GL140	Frost Mottaroh and	419.75	---	---
GL125	Vacant	400.64	---	---	GL145	Vacant	2,536.42	---	---

11.1.21

10880 Wilshire

Final Composite Drawing

Floor
1

10880 Wilshire Boulevard
Los Angeles, CA 90024

Revision #: **3**

USF - Total Usable Area

CLSF - Current Leased Area

LED - Lease Expiration Date




Stevenson
Systems

EXTERIOR SAFE REFUGE MAP



LEGEND

EXTERIOR SAFE REFUGE MEETING AREAS

 This map is provided for your convenience. Please print a copy and mark your company's designated safe refuge meeting area and distribute to all employees

NOTE - In the event of a bomb threat, earthquake or other emergency situations, alternate safe refuge area(s) may be established at that time.

EXIT PATHS



Go to the safest area that is up hill and up wind from smoke, fire or harmful liquids.

Stay at least 300 feet away from danger and have a secondary path to safety.

NEVER RE-ENTER A BURNING BUILDING!

If properly trained to do so, use appropriately rated fire extinguisher(s) to fight small fires.

Never fight a fire alone and always have a clear exit path away from the fire.

ASSUME ALL ALARMS ARE REAL

TRAINING SAVES LIVES!



Douglas Emmett

10880 Wilshire Blvd, Los Angeles, CA 90024



IN CASE OF FIRE

- 1) ALERT OTHERS CALMLY BUT FIRMLY TO EVACUATE IMMEDIATELY
- 2) DIRECT PEOPLE AWAY FROM THE DANGER AREA
- 3) CLOSE (*do not lock*) AS MANY DOORS AS POSSIBLE TO CONTAIN THE FIRE
- 4) EVACUATE IMMEDIATELY AND CALL 911
- 5) MOVE QUICKLY (*do not run*) TO THE SAFEST EXTERIOR SAFE REFUGE AREA.