



CIAM

EMERGENCY RESPONCE PLAN



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INTRODUCTION

The California Institute of Advanced Management (CIAM) is committed to the safety and security of all its' members. In times of an emergency, the University will provide an appropriate campus-wide response to ensure safety and to reduce loss.

This Emergency Response and Preparedness Manual is intended to assist all faculty, staff and students in responding to emergencies which may occur while on campus. Such emergencies can occur at any time and without warning, but their effects may be minimized if proper emergency procedures are followed.

Emergency preparedness is first and foremost an individual responsibility. This manual will serve as a quick reference for efficient action during emergencies and should be kept in an easily accessible location. This manual is not intended to be the definitive answer to each emergency that may arise; however, faculty, staff and students should take time to read and become familiar with its' contents before an emergency occurs. Nevertheless, in all instances, one's best judgment should be followed.

Should there be any questions or comments regarding this material, please contact an Emergency Response Management Team Member listed in this manual. See Appendix A.

The primary purpose of this plan is to ensure the safety and well-being of staff, faculty, students and visitors to CIAM when an emergency occurs. A secondary purpose is to protect our assets and ensure that our programs recover following a major emergency or disaster.

Copies of this plan will be maintained in the Human Resources Office, the breakroom, and in the possession of emergency response staff, and updated as needed.

CIAM EMERGENCY INFORMATION

Building Address:	1000 S. Fremont Avenue, Building A10, 4 th Floor, Suite 10402 Mailbox 45, Alhambra CA 91803
Number Of Floors:	Four Floors
Fire Alarm:	Audible Alarm
Fire Alarm Pull Stations:	Yes
Audible Alarm Devices:	Yes
Smoke Detectors:	Yes
Fire Extinguishers:	Yes
Emergency Exits:	Yes
Emergency Lighting:	Yes
Utility Service Shutdown Location:	Central Plant on Campus
Fire Department Lockbox:	Yes, Located in A10 building. See Campus Management for Access.
Floor Plans:	See Appendix B

EMERGENCY NOTIFICATION SYSTEM

IN CASE OF EMERGENCY, CALL 911:

The University issues warnings and notifications immediately once an emergency is confirmed, unless doing so would hinder efforts to assist victims or manage the situation. The Emergency

Response Management Team (ERMT) Chair (or designee) is responsible for creating and sending mass notifications in coordination with authorized officials. The ERMT Chair also works with the CIAM Safety Task Force (CSTF) and the Title IX Coordinator to ensure proper procedures are in place. Students, faculty, and staff must keep their mobile phone and email information updated so they can receive alerts. CIAM uses two types of notification systems—Emergency Notifications and Timely Warnings—depending on the nature and urgency of the situation. For more details on the Emergency Notification System refer to the Campus Safety and Security Report.

Emergency Notifications

CIAM issues Emergency Notifications when there is an immediate threat to the health or safety of students, faculty, or staff on campus. These alerts are sent without delay through the CIAM Campus Alerts system, using methods such as emails, text messages, phone calls, and building alarms. The Emergency Response Management Team (ERMT) confirms whether an emergency exists and decides if a notification should be issued, ensuring that alerts do not compromise response efforts or victim assistance. The ERMT Chair (or designee) creates the message, determines who should receive it, protects victim confidentiality, and authorizes the alert. Students, faculty, and staff are responsible for keeping their emergency contact information updated to ensure they receive notifications.

Timely Warnings

The University issues Timely Warnings to quickly inform students, faculty, and staff about crimes that pose an ongoing threat to campus safety. These warnings are created once sufficient information is gathered and typically involve violent crimes or serious property crimes, including Clery Act offenses such as assault, robbery, burglary, and arson. Each warning includes key details such as the nature of the crime, suspect information (if available), safety tips, and contact information for reporting. Warnings may be distributed through the CIAM website, email, signage, or other communication systems. The decision to issue a warning is made on a case-by-case basis, considering factors like community danger and potential impact on law enforcement efforts.

CIAM Campus Alerts

The primary means for notifying the CIAM community of an emergency situation is through CIAM Alerts. CIAM Alerts enables the University to communicate with students, faculty, and staff through a variety of methods including:

- Text messages (SMS) to mobile devices
- Voice calls to mobile phones and off-campus phone numbers
- Email messages to CIAM and non-CIAM email addresses
- Posts to social media such as LinkedIn, Instagram, Twitter and Facebook

During an urgent emergency situation, the CIAM Campus Alert system will be used to send a message with information and/or instructions concerning the emergency situation.

The following have the authority to issue or authorize a CIAM CampusAlert: ERMT Chair, CSTF Officer, and Title IX Coordinator.

Web Communications

All types of notifications will utilize the website. A respective alert header, providing a brief description of the timely warning, emergency notification or CIAM Alert, may be triggered to appear at the top of each page on the website. Additional information will be posted to the emergency webpage: [California Institute of Advanced Management \(ciam.edu\)](http://California Institute of Advanced Management (ciam.edu)). The ERMT has access to post updates to both of these locations. CIAM's IT team may also be called upon as needed in emergency situations to provide assistance with web-based communications.

Call 911 to report all emergencies, including fires or fire alarms, bomb threats, injuries requiring medical assistance, hazardous materials incidents, or any other incident requiring rapid response. Provide all information requested, including name, location, nature of emergency, and your telephone number.

Other Useful Telephone Numbers:

- Alhambra Police Department (626) 570-5151
- Alhambra Fire Department, Station #74 (626) 570-5104
- Alhambra Hospital Medical Center (626) 570-1606
- Campus Security Office (626) 300-2211
- Campus Management Office (626) 300-5000

EMERGENCY RESPONDERS- Roles And Responsibilities:

CIAM has a first line of safety responders in the CIAM Safety Task Force (Please see Appendix A).

The **CIAM Safety Task Force** members serve as floor wardens, oversees response to any emergency situation for CIAM. This includes responsibilities applicable to all emergencies.

In the event of an emergency, the duties of this team include:

1. During an evacuation, ensure that proper assistance has been summoned if necessary.
2. Ensure that the emergency response kit is brought to the assembly area by a designee
3. including the employee roster.
4. Ensure that emergency response staff initiate evacuation procedures, providing instructions to occupants.
5. At the evacuation assembly area, receive status reports on the various zones of the building from emergency response staff. Ensure that response staff assesses head count, using the roster maintained in the emergency kit.
6. Meet arriving emergency services personnel, providing information on location of the emergency, layout of the building, any problems requiring assistance, and location of personnel.
7. Help to ensure that building occupants do not enter the building until cleared to do so by emergency services.

8. If there are individuals in the building who require assistance in evacuation due to disability, ensure that assistance is provided.
9. If necessary, ensure that faculty and staff members are informed of key developments such as temporary suspension of programs, building closure, special alerts, and other information.
10. On an ongoing basis, ensure that this emergency plan is kept current.

EMERGENCY RESPONSE KIT

CIAM will maintain a basic emergency kit for general use in the main administrative office. In an emergency evacuation, the kit will be transported by main office staff outdoors to the evacuation assembly area. The kit contains:

1. A copy of this emergency plan, along with a **current employee roster**. The roster will be used to account for building personnel after an evacuation.
2. First aid supplies. In some emergencies, our personnel may have to provide first aid to those with non-life threatening injuries.
3. Flashlights and extra batteries.
4. Small emergency water supply.

In addition, it is recommended that all staff and faculty members maintain a personal emergency kit in their work area. This kit should include:

- ✓ Water and non-perishable food.
- ✓ Emergency space blanket.
- ✓ First aid supplies
- ✓ Personal medication and extra eye glasses
- ✓ Flashlight (spare batteries)
- ✓ Money (small amount).
- ✓ Work gloves (optional)
- ✓ List of essential phone numbers, including an out-of-state family contact number

GENERAL EVACUATION PROCEDURES

In many emergency situations, building evacuation will be necessary. Following are CIAM's general evacuation procedures. Additional information about specific types of emergencies is available in later sections of this plan.

1. In the event an evacuation is initiated Building occupants will be notified of the evacuation by the sound of the building fire alarm, by verbal instruction from building emergency staff, or by self-evident hazardous conditions.
2. All staff, faculty, and visitors must leave the building immediately if the fire alarm is activated, or if directed to do so by the CIAM Safety Task Force (CSTF). See Appendix A.

3. CSTF will guide and assist the evacuation to the extent possible. CSTF should wear the yellow vests provided by the CSFT Officer so that they can be easily identified by other occupants and the Fire Department.
4. CSTF will check all rooms including restrooms. After a room has been checked, close the door and place a post-note at the bottom of the door to indicate to the fireman that the room has already been searched.
5. The CSTF officer, or designee, is the last one to leave the ground level. Before leaving, check offices and other rooms that were not inspected (if doors are open and do have post-notes). Make sure all doors are closed because this helps to contain fire and smoke.
6. All occupants should exit the building through the nearest safety exit or exit stairwell. Elevators should never be used in an emergency evacuation.
7. Once an evacuation has begun, do not re-enter the evacuated area until it has been declared safe by the safety or Fire Department officials.
8. The CSTF Officer, or designee, should take a head count (using a current list of employees) and confirm that their evacuated personnel are present and accounted for at the designated evacuation area. If someone is not accounted for, immediately notify the safety or fire officers so that they may send help.
9. In this building, exit stairwells are located:
 - By the main entrance on the north end of the suite, to the left
 - By the rear entrance on the south end of the suite, to the right
 Emergency exits to the building are located:
 - On the ground level south end of the building there are exits on both east and west sides of the building
 - On the north end of the building there are exits on both east and west sides of the building
 - There is an additional exit on the far south end of the building on the ground floor
 - The lower level, basement does not have exits, do not proceed to the basement in case of an emergency.
10. If the nearest exit or exit stairwell is obstructed by smoke, fire or other hazards, proceed to an alternate exit or exit stairwell.
11. During stairwell evacuation, remove high heels, and hold on to the handrail. Allow enough room for others to enter the flow of traffic in the stairwell.
12. Once outdoors all occupants should move to the CIAM's evacuation refuge area, located in parking lots north east of the building.
13. Staff members should ensure that proper assistance has been summoned if necessary by calling 911.
14. Once assembled, emergency staff will account for all occupants, in order to inform arriving emergency services if anyone is missing or is possibly still inside the building.
15. Emergency staff will also inform arriving emergency personnel of information about the emergency in the building, including location of hazards and any problems known.
16. Building occupants should not re-enter the building until cleared by emergency personnel.

Emergency Evacuation For People With Disabilities

In the event of a building evacuation, some individuals with disabilities may require special assistance. Everyone can help by becoming aware of those who may need assistance.

Mobility-Impaired/Wheelchair

A building occupant should remain with the disabled person in a room with an exterior window, a telephone, and a solid door. Send someone out to notify emergency personnel of the location of the person in need of assistance. Fire Department personnel can then assist the person.

Only when the Fire Department is not available and there is an imminent hazard should occupants evacuate wheelchair users. If this must be attempted, one technique is the Two-Person Cradle Carry:

Follow the procedures below:

1. With a second person, wait until other evacuees have cleared the area.
2. Both of you stand on either side of the individual.
3. Reach under the individual and lift them out in a cradle.
4. Control the descent by walking slowly and cautiously.
5. Never leave the wheelchair in a hallway.

A second technique is the Chair Evacuation:

1. Transfer the individual to a sturdy office or classroom chair.
2. First helper gently leans the chair backward.
3. The other helper faces the chair and holds onto the front legs of the chair. Both will lift the chair simultaneously.
4. Control descent by bending legs slowly & keeping back straight.

Hearing Impaired

People with hearing impairments may not hear audio emergency alarms and will need to be alerted by other building occupants.

Visually Impaired

People who are visually impaired may need assistance in evacuating. The assistant should offer his/her elbow to the individual with a visual impairment and guide him/her through the evacuation route.

POTENTIAL THREATS

Fire Emergency Procedures

If You Discover A Fire Or Smoke

1. Remove anyone from immediate danger.
2. Confine the fire by closing doors as you leave the area.
3. Activate the closest fire alarm to alert building occupants.
4. Call 911
5. Attempt to put the fire out with a portable fire extinguisher **ONLY** when:

- You have been properly trained
- The fire is small (wastebasket size)
- You are not alone
- A safe escape route is present

If this is not true, simply close the door and evacuate.

6. Evacuate by the nearest exit or exit stairwell.

Do not block/wedge exit doors in an open position. The doors must remain closed to keep smoke out and keep stairwells safe for evacuation and fire personnel.

7. Go to your pre-determined Assembly Point, located in the north-east corner of the north parking lot. See Appendix C.

8. Once assembled, help to account for personnel and report to a CSTF member if any occupants are unaccounted for and may be still in the building.

If You Hear Or See A Fire Alarm

1. Never assume the fire alarm is a false alarm
2. Move to the safest exit or stairwell
3. Close doors as you leave the area
4. Exit the building
5. Proceed to the designated meeting area.

Fire Alarm Note: When the fire alarm is activated in this building, the sound will be a loud buzzing sound.

If Trapped Inside Your Office Or Area:

If you hear a fire alarm and you are inside a room, feel the door before opening it. If the door is hot, do not open it. Fire may be in the hallway.

If you must remain inside the room:

1. If a phone is available, contact The Alhambra Security Desk at (626) 300-2211, and or an ERMT/ CSTF member tell them your location and that you need Fire Department assistance to get out. Seal up the bottom of the door with cloth to prevent smoke from entering.
2. If a phone is not available, try to prevent smoke from coming into the room. Put something underneath the opening of the door and the floor. Do what you can to get yourself to an area where people would be able to hear you, or see you, so that they can help facilitate getting you out.
3. If you must have air and windows are available and operable, open the window. Break windows only as a last resort.
4. Signal from the windows to show the Fire Department your location.

Smoke

Smoke does not necessarily mean there is fire. Smoldering carpet, for instance, will produce great amounts of smoke without a fire. In any case, your prime objective should be to leave your office at the first sign of smoke. Smoke will start to accumulate at the ceiling and work its way down. "Exit" signs may begin to disappear. Smoke is very irritating to eyes and your eyes will automatically close. Lastly, fresh air is at or near the floor level. Get on your hands and knees (or stomach) and stay there as you crawl or make your way out to safety.

Emergency Exits

It is absolutely critical that you check the location of the nearest exit to your work area. You should also have alternative routes that will take you to the nearest exit (refer to the Emergency Evacuation Plan Appendix B). Keep in mind, if there is an actual emergency the Fire Department may direct you to use a specific exit. It may be necessary to crawl on your hands and knees to avoid the smoke. Be aware of the landmarks and position of desks and doors at this level. Once you're at the designated safety exit, there are a few additional rules to follow.

Before you open or touch a door, test it to see if it's hot. NEVER open a hot door! If doors are normal, then proceed. Once you are through the door, be sure to close it tightly. Doors are an excellent "stop" to smoke and active fire. Some doors have a fire rating up to two hours, which will serve as excellent protection to the occupants on the safe side.

Fire Safety Precautions

- Keep corridors and hallways clear at all times so as not to impede fire evacuation.
- CIAM facilities are non-smoking areas. Smoke only in designated outdoor areas.
- Use of candles or any other open flame within buildings is prohibited.

False Alarms

False alarms are a problem. The best policy, of course, is to be safe rather than sorry. If you are responsible for a false alarm or know that the fire department was called, notify the CSTF immediately.

Your cooperation is appreciated.

Fire Extinguishers

There are several fire extinguishers on campus: Staff kitchen, Student kitchen, Administrative wing mid-corridor, Student Wing reception, student wing mid-corridor. These extinguishers can be effectively used on any type of fire within the building. Instructions on how to use the extinguishers are prominently displayed on the front of each extinguisher. Please familiarize yourself with the locations of and usage directions of these extinguishers.

To use a fire extinguisher, remember...(See Appendix D)

P.A.S.S.

PULL Pull pin

AIM.....Aim low and point the hose at the base of the fire

SQUEEZE.... Squeeze the handle to release the extinguishing agent

SWEEP... Sweep from side to side at the base of the fire until it appears to be out

Only use a fire extinguisher to fight a fire if the following conditions exist:

- The fire is small (confined in a wastebasket, small piece of equipment, electrical box, etc.).
- You can fight the fire with your back to an exit.
- Your extinguisher works properly and you know how to use it.
- You've been trained to get out quickly if your extinguishing effort is failing.

Do not attempt to fight a fire with a fire extinguisher if:

- The fire is spreading rapidly.
- The fire could block your escape route.
- You are not sure or do not know how to operate an extinguisher.

Daily Fire Prevention Tips:

Make sure appliances such as coffee makers and toaster ovens are turned off when not in use.

- If electrical equipment or a fluorescent light is not working properly, or if you smell an unusual odor, disconnect or turn off the light and report to Human Resources / Facilities management 626-350-1500 ext. 112 and 116.
- Leave plenty of space for air to circulate around electric office equipment since it normally gives off heat.
- Do not stack materials in closets or storage rooms close to the ceiling so as to obstruct the sprinkler head. Provide
 - a minimum clearance of 18" between the ceiling and sprinkler head.
- Do not overload electrical plugs or have extension cords running throughout the space where they can be stepped on and do not plug more than one extension cord into another.
- Do not block exit doors.
- Do not prop open room doors or allow office suite doors to remain open. Open doors permit the spread of fire and smoke.
- All aisles leading to an exit must maintain 44" wide path free of obstructions for a safe means of way out

Earthquake

A major earthquake may cause damage and injury throughout southern California, and create emergencies on campus. Although The Alhambra campus buildings have been retrofitted to resist earthquake safety, falling objects inside buildings may be a significant hazard.

The following procedures apply to major earthquakes that cause strong shaking. In the event of a major earthquake that causes strong shaking:

INSIDE

- If indoors, **drop, cover, and hold**. Protect yourself from falling objects such as light fixtures, bookcases, cabinets, shelves, and other furniture that might slide or topple. Stay away from windows. If possible, get under a table or desk. or stay in an area free of falling hazards.
- If you are in a hallway, drop to the floor and cover your head and neck. If you stand in a doorway, brace yourself against the frame and watch out for a swinging door and other debris. A doorway should **only be used if it is in close proximity and is a strongly supported load-bearing doorway. If you are not certain, do not use the doorway.** If no cover is near, duck and cover near an interior wall or corner of the building.
- If outside, move away from structures, power poles, or other possible hazards. Stay in an open area.
- During the shaking, do not run for exits or attempt to leave the building, since heavy objects or debris may be falling in your path.
- Do not use the elevators.
- When the shaking stops, check for injuries to personnel in your area. Do not attempt to move seriously injured persons unless they are in immediate danger. Render first aid assistance if required.
- Check the area for safety hazards such as building damage, fires, spills of flammable or combustible liquids, or leaks of flammable gases. If the area or building appears to be unsafe, begin evacuation procedures and report any urgent problem.

- Turn off ignition, heat, and gas sources before evacuating if it is safe to do so. This may include laboratory equipment, workshop equipment, or electrical equipment in offices.
- Exit the building and go to the assembly point to report on injuries, damage, and potentially hazardous conditions.
- Do not use candles, lighters or matches! There may be gas present.
- Do not smoke inside the building and be extremely careful where you smoke outside. Flammable materials may have been spilled during the main shock, and an aftershock may cause you to drop your cigarette.
- If you are trapped, use a flashlight, whistle, or tap on a pipe or wall to signal your position. Avoid kicking up dust. Shout as a last resort. Shouting can cause you to inhale dangerous amounts of dust.
- Call **911** to report any serious injuries or other immediate emergencies. to notify them of any needed assistance and emergencies that may exist.
- Use the telephone system only for urgent matters.

OUTSIDE

- Move to an open area away from buildings, trees, utility wires, and overhead structures
- Once you have exited the building, do not reenter until the building has been inspected by trained personnel.
- If driving, pull over to the nearest open area and stop. Stay inside the vehicle until shaking stops
- Listen to battery-operated radio for emergency information.

AFTER AN EARTHQUAKE

- Be prepared for aftershocks. Move cautiously. Avoid injury from broken glass and debris
- Check for injured people. Administer first aid if necessary. Do not move seriously injured individuals unless absolutely necessary (fire, imminent building collapse)

- Report all injuries to emergency response personnel
- Avoid using:
 - Matches and lighters
 - Elevators
- After shaking stops, follow the evacuation procedure

Flooding

A flood emergency exists if floodwater is uncontrolled and flowing beyond the area where the source of water is normally contained or controlled. Flooding can be a result of building system failures or natural occurrences, such as heavy rainfalls. While flooding may not affect the CIAM suite on the 4th floor, it can affect the parking areas and lower-level lobbies in any building of The Alhambra campus. In the event of severe flooding, local authorities, The Alhambra Security Desk should be notified.

Broken water pipes, water leaks and overflowing or clogged drains that do not present an emergency situation should immediately be reported to The Alhambra Management Office.

Floods Due to Building System Failures

If a water leak/flooding occurs, individuals should:

- Remain calm and evacuate the area.
- Contact The Alhambra Security Desk and/or The Alhambra management office.
- Use extreme caution and do not use any electrical appliances or outlets near the leak.

Severe Winds

Windstorms severe enough to cause damage may occur at infrequent intervals and may be accompanied by heavy rains.

- At the time of the warning of impending severe winds, property and equipment not properly anchored should be moved inside a building or tied down.
- Close and secure all windows and doors.
- The best protection is refuge in a permanent building.
- Evacuation is not prudent.

Utility Failure/ Power Outage

Response to a power outage will depend on the circumstances. If possible, information should be obtained from **The Alhambra Property Management** on the extent and likely duration of the outage.

However, in many cases, the likely duration cannot be determined. In the event of a major failure occurring between 7:30 a.m. and 5:30 p.m., Monday through Friday, immediately notify The Alhambra Security Desk (626) 529-8432 or the Office/Facilities department.

If there is potential danger to the building occupants, or if the utility failure occurs after 5:30 p.m., notify The Alhambra Security Desk (626) 300-2211.

1. Stay Calm
2. Assess the extent of the outage in your area. Report status to the to a CSTF member or VP of Operations.
3. Provide assistance to students, visitors, and staff in your immediate area.
4. Turn off computers and unplug electronic equipment to prevent a power surge from damaging equipment when the power comes back on.
5. Report the outage to Building Management Services at **626-300 5000**
6. Help persons in darkened work areas move to safety.
7. Check elevators to determine if anyone is trapped inside. If so, immediately call for help; do not attempt to force open doors and rescue them. Wait for a qualified elevator mechanic.
8. Shutdown any equipment or process that could be hazardous if the power suddenly returns.
9. Request direction from the ERMT/ CSTF members regarding whether to evacuate or stay in place.

Elevator Failure

If in an elevator when it breaks down, use the elevator telephone or alarm button to summon assistance

- If an elevator stops during a power failure, remain calm. The Alhambra Property Management personnel will check all elevators for stranded riders once reported
- Do not attempt to pry open the elevator doors or use the overhead hatch
- Report all elevator problems to The Alhambra Property Management at 626-300-5000

Hazardous Material: Chemical Spill Or Release

Small/Non-Hazardous Spill

Spills that do not endanger workers in the immediate area may be cleaned up by Management. In the case of a chemical spill consideration on the following should be taken:

- The hazards of the chemical(s) involved.
- The amount of the chemical(s) spilled.
- The possible spill locations.
- Availability of spill clean-up materials or kits.

Notify a CSTF member

- If toxic fumes are present to secure the area (with caution tapes or cones) to prevent other personnel from entering.
- Small spills must be handled in a safe manner, while wearing the proper PPE.
- Review the general spill cleanup procedures.

If a hazardous material spill occurs:

If toxic chemicals come in contact with your skin, immediately flush the affected area with cold clear water for at least 15 minutes.

1. Notify 911, The Alhambra Security Desk (626) 300-2211 and/or an ERMT/ CSTF member.
2. If possible, notify the Alhambra Security Desk (626) 300-2211 and/or an ERMT/ CSTF member of the extent and location of the spill.
3. If there is any possible danger, evacuate the area immediately.

Large/Hazardous Spill

If the spill is large, if the chemical is not easily identified, or if the chemical is extremely hazardous, then:

1. Immediately notify the designated official a CSTF member
2. If possible use a sign and/or barricade to isolate the area.
3. Secure the area and alert other site personnel.
4. **Do not attempt to clean the spill unless trained to do so.**
5. Attend to injured personnel and call the 911, if
6. required.
7. Evacuate building as necessary
8. When responders arrive, provide detailed information on the spill or release.
9. Do not re-enter the building until authorized to do so by emergency response personnel.

If a chemical fire occurs:

1. Remain calm and if time permits, close windows/door in the room where the fire is located.
2. Close the door as you leave and immediately sound the fire alarm.
3. Call 911, The Alhambra Security Desk (626) 300-2211 and/or an ERMT/CSTF member.
4. If the fire is large, smoky, or spreading quickly, leave the building immediately. Inform others in the building who may not have responded to the alarm to leave immediately. The alarm may not sound continuously. Even if the alarm stops, continue to evacuate the building and

warn others who may attempt to enter the building. Always evacuate a building if the alarm is sounding.

5. Relocate to your designated staging area and stay out of the way of emergency personnel. Report to an ERMT/CSTF member and do not return to the building until instructed to do so by emergency personnel.
6. Notify emergency personnel if someone is trapped in the building.
7. Unless you've been trained specially in fighting hazardous material fires, do not attempt to extinguish the fire!

Bomb Threat Procedures

Typically, bomb threats are extremely rare; however, some bomb threats are received in the form of emails or handwritten messages. Most bomb threats are received by telephone. CIAM personnel receiving telephoned threats should get as much information as possible from the caller and immediately call The Alhambra Campus Security (626) 300-2211, or **911**. Bomb threats received through the mail or by other means are also to be reported immediately.

Bomb Threat Emergency Procedures

If you receive a bomb threat by telephone, here are some helpful things to keep in mind:

1. Remain calm. When the bomb threat is received, the person taking the call must remain calm and obtain as much information as possible.
 - DO NOT put the caller on hold
 - DO NOT attempt to transfer the call
2. The person taking the call should immediately notify another staff person in the office, preferably while the caller is still on the line.
3. Pay attention to the caller and his/her words and speech:
 - Does the caller have any distinguishing voice characteristics such as an accent, stuttering or mispronunciation?
 - Is the caller angry, excited, irrational or agitated?
 - Is the caller a man or woman; young, middle aged or old?
 - If you have caller ID, note the phone number of the caller
4. Listen for background noises (traffic, train whistle, music, radio, TV, children, airplanes, etc.).
5. It is important to document all that you know and hear. This should include filling out the Bomb Threat Checklist.
6. Call 911 and/or The Alhambra Security Desk at (626) 300-2211, and a ERMT/CSTF member.
7. Do not evacuate until you are told to do so.

Bomb Threat Checklist

STAY CALM AND COLLECT ALL THE INFORMATION YOU CAN

- ✓ Name of Call Taker
- ✓ Date and time received
- ✓ How threat was reported (telephone, email, in-person, by mail)?

- ✓ Location threatened
- ✓ Exact words used to make threat

Questions to Ask the Person Making the Threat:

- ✓ When is the bomb going to explode?
- ✓ Where is the bomb located?
- ✓ What kind of bomb is it?
- ✓ What does it look like?
- ✓ Who placed the bomb? Who are you? Who do you represent?
- ✓ Why was the bomb placed?
- ✓ Where are you calling from?

Note:

- ✓ The exact initial words of the caller
- ✓ Time the caller hung up:
- ✓ Description of the caller's voice:
 - Male/Female
 - Young/Old
 - Familiar
 - Approximate. Age
 - Pitch – High/Medium/Low
 - Excited
 - Accent
 - Speech Impediment
- ✓ Any background noise, i.e., traffic, radio, TV
- ✓ Provide your name, location/address, phone number on which call, date (day-month-year) and time of call
- ✓ If threat is left on voice mail, retain/save the message for Investigation.

Active Shooter

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area. In most cases, there is no pattern or method to their selection of victims. An active shooter incident is unpredictable and can evolve quickly. It is often over within 10-15 minutes before police can arrive on the scene. If you are in the immediate vicinity of an active shooter, quickly determine the most reasonable way to protect your own life. Remember that students and visitors are likely to follow the lead of employees during an active shooter situation:

RUN

If you hear or think you hear gunshots react quickly.

- If there is an escape path, GET OUT.
- Evacuate whether others agree to follow.
- Leave belongings behind.
- Help others escape, if possible.
- Prevent others from entering the area.
- Call 911 when safe to do so.

Provide law enforcement or the 911 operator the following information:

- Location of the active shooter/s
- Number of shooters
- Physical description of shooter/s
- Number and type of weapons held by the shooter/s
- Number of potential victims at the location If evacuation is not possible, HIDE OUT.

HIDE

If you are in an office or classroom, stay there and secure the door. If you are in a hallway, get into a room and secure the door. Your hiding place should:

- Be out of the shooter's view
- Provide protection if shots are fired in your direction
- Not trap you or restrict your options for movement

Once in a hiding place, KEEP THE SHOOTER OUT:

- Lock the door.
- Blockade the door.
- Silence your cell phone and electronic devices.
- Turn off any source of noise (radios, TV).
- Hide behind large items.
- If there are two or more of you, spread out. Do not huddle together. Quietly develop a plan in the event the shooter enters.
- Remain quiet. Remain calm.
- Dial 911 if able (if you can't speak, leave line open).

FIGHT

- Attempt to incapacitate the shooter.
- Act with as much physical aggression as possible.
- Commit to your actions...your life depends on it.

It is important to recognize that every emergency situation will be unique. Always use your own judgment and follow directions provided by emergency personnel, (e.g. the Police Department and Campus Security) at the time of an incident.

How to React to Law Enforcement:

The first responders on the scene are not there to evacuate or tend to the injured. They are there to stop the shooter.

- Remain calm, and follow officers' instructions.
- Put down any items in your hands.
- Immediately raise hands and spread fingers.
- Keep hands visible at all times.

- Avoid making quick movements towards officers.
- Avoid pointing, screaming and/or yelling.
- Do not stop to ask officers for help; just proceed in the direction from which officers are entering the premises.
- As soon as possible notify family members that you are safe.

Indicators of Potential Violence:

Individuals typically do not just “snap”, but display indicators of potentially violent behavior over time. If these behaviors are recognized, they can often be treated. Potentially violent behaviors by an individual may include one or more of the following (this list is not comprehensive, nor is it intended as a mechanism for diagnosing violent tendencies):

- Increased use of alcohol or drugs
- Unexplained increase in absenteeism; vague physical complaints
- Noticeable decrease in attention to appearance and hygiene
- Depression/withdrawal
- Resistance and overreaction to change in policy and procedures
- Repeated violations of CIAM policies
- Increased severe mood swings
- Noticeably unstable emotional responses
- Explosive outbursts of anger or rage without provocation
- Suicidal comments
- Behavior which is suspect of paranoia
- Increasingly talks of problems at home
- Escalation of domestic problems in the workplace; severe financial problems
- Talk of previous incidents of violence
- Empathy with individuals committing violence
- Increase in unsolicited comments about firearms and other dangerous weapons or violent crimes

If one’s actions arouse suspicion or make you feel uncomfortable report your observations and feelings to:

- Student Success Office
- Human Resources
- Students should report observations to Staff or Faculty
- Employees should report observations to a member of the Human Resources or a Member of ERMT

Death On Campus

In the event of a campus emergency involving suicide or death, the following security measures should be taken. This is primarily for incidents that originate on campus.

- Dial 9-1-1.
- Call The Alhambra Security Desk at (626) 300-2211 and a ERMT/CSTF member.

ERMT/CSTF member:

- Locks down incident location
- Documents facts for law enforcement officers and emergency medical staff, including time of discovery, who discovered, and information about the individual.
- Document facts collected from law enforcement and emergency personnel.
- Contact source for counseling services.
- Maintains calm across campus.
- Determine whether to close campus.
- Determines communication and notifications.
- Be the primary source of all known facts about the event.

Medical Emergencies

In the event of a medical emergency:

1. Call 911 to request assistance. Provide the following information:
 - Building:
 - Floor or room number
 - Nature of injury
 - Location of injured person
 - Age of injured person
 - Sex of injured person
 - Current condition
 - Any known medical history
2. In addition, notify a CSTF member, and alert The Alhambra Security Desk at 626-300-2211.

Guidelines for medical emergencies:

- If you are assisting someone in an emergency, stay with the victim. If the victim is conscious, ask what the problem is. If the victim is unconscious, check for breathing and bleeding. Only trained individuals should administer First Aid and/or CPR.
- Keep the victim still, comfortable, and warm.
- Protect the victim from any disturbances.
- Search for emergency identification.
- Wait for emergency personnel to arrive.
- **REMAIN CALM.**
-

Campus Lockdown

This procedure is used when there is an immediate and imminent threat to the University building population. University staff and students are secured in the rooms they are currently in and no one is allowed to leave until the situation has been contained. This allows the University to secure students and staff in place and remove any innocent bystanders from immediate danger. Lockdowns are intended to keep individuals away from a dangerous situation while allowing emergency personnel to contain and handle the threat. Once you receive notification by phone, email and/or text message OR CIAM personnel, proceed to the nearest room, classroom or go to the closest room that can be locked.

1. Lock the door. Move furniture to barricade the door if possible.
2. Shut the blinds/shades covering the windows.
3. Turn off the lights.
4. Sit/crouch down in areas that are out of sight from doors and windows.
5. Switch your cell phone to “vibrate.”
6. Do not open the door for anybody! Remain quiet and calm until campus safety or police arrive and/or you are notified by phone, email, or text message.
7. If you are outside and alerted to Lockdown, enter the closest possible building
8. Remain in a secure location and wait for instructions from emergency personnel or an official source such as the CIAM Alert Emergency Notification system before exiting the building

Campus Lockout

This procedure, allows the normal school day to continue, but curtails outside activity, and allows no unauthorized personnel into the building. This protocol is most commonly used when an incident is occurring outside the University building or off school property.

Steps to implement lockout after possible threat has been identified:

1. Call 911.
2. Call The Alhambra Security Desk (626) 300-2211 and announce lockout has been implemented. An Administration or ERMT member will issue lockout message to be communicated via Campus Alerts
3. Anyone in the building capable of doing so should lock and secure all exterior doors and entrances.

4. Anyone in the building should have students who are outside immediately return to school building.
5. An Administrator or ERMT member allows only AUTHORIZED personnel into building.
6. The Alhambra Security and law enforcement will consider using “barricades” to close off driveways and parking lots.
7. Consider modified release of students who must report to work off-campus if safe to do so.

Campus Closure

This procedure closes all routes into the University. This is necessary when situations and/or emergencies are endangering the University community and would further expose or endanger the general public if allowed in the area. These types of situations do not allow the school to continue with the normal school day. Movement is not advised but may be allowed under strict supervision. This protocol is most commonly used when an incident is occurring inside University buildings or on school property.

This protocol is activated under the following circumstances:

- Gas Leak
- Chemical Spill/Biological Disaster
- Explosion
- Natural Disaster

Shelter In Place

In some unusual situations, it may be necessary to remain inside the building, or “shelter in place,” rather than evacuate. Examples include a civil disturbance, campus shooting, or terrorist incident involving chemical weapons. If you become aware of such situation:

1. Go indoors.
2. Close doors and windows.
3. Move to an interior room away from windows.
4. Stay in place until notified by University officials ERMT or CSTF.

RECOVERY PROCEDURES

Once the initial emergency response to an incident has been completed, the recovery phase begins. It is important to restore CIAM programs within an appropriate time to avoid major loss or disruption that could have long-term negative impacts. Recovery will require timely contingency response and action.

An emergency situation may result in recovery problems ranging from relatively minor to severe. They could include scenarios such as:

- Loss of power to the facility for up to 3-4 days.
- Loss or disruption of a key information system or application.
- Loss of the entire facility for several weeks or more.
- Loss of key personnel.
- Loss of academic space such as classrooms.

In the event of a major loss or disruption, the ERMT will implement recovery procedures, potentially including the following:

Employee And Student Assistance

Depending on the nature of the emergency, employees and students may need assistance. The ERMT will ensure that those employees and students requiring assistance are referred to the appropriate resource, on-campus or in the community.

Loss Of Power Or Other Building Services

In the event of loss of power or other building services, the ERMT will assess the impact and take steps to protect vital assets.

Relocation

If the building is closed due to damage or hazardous conditions, the ERMT will lead an effort to relocate to an alternate site. The Team will prioritize which programs and activities must be resumed quickly, and which can be deferred until a later time. Critical resources to allow the program to function at a new site will also be identified.

Academic Program Recovery

If classroom spaces utilized become unavailable, the ERMT will work with the University to find alternate spaces, revise the class schedule, and resume instruction within an appropriate time.

Disruption Of Information Systems

In the event that information systems are lost or disrupted due to physical damage, hardware failure, or software problems, Operations and IT support will implement a contingency plan to recover any lost systems or data. The Recovery Team will identify those systems or applications that are critical and must be restored rapidly, and those that are less essential that can be deferred until full systems are available again.

Cost Recovery

In the event of damage to equipment or furnishings purchased by CIAM, the ERMT will provide documentation of the loss, and in submitting insurance or loss reimbursement claims.

Appendix A: Emergency Response Management Team and CIAM Safety Task Force

Emergency Response Management Team

The Emergency Response Management Team (ERMT), convenes during emergency incidents or crises that impact CIAM facilities or the campus community. The ERMT coordinates with the CIAM Safety Task Force (CSTF) to evaluate the hazards and the potential risk to the safety and well-being of students, faculty, staff, and visitors and then directs the campus communications and response, issuing directives and implementing policies when necessary.

Although the CIAM Safety Task Force will inform the ERMT and make recommendations regarding the campus response, the ERMT will ultimately make all decisions regarding campus operations.

During the pandemic this has been particularly challenging as CIAM's response and any mitigation practices must comply with all state and county public health orders, which are revised frequently in response to local conditions.

RESPONSIBILITIES

- Analyze potential risks and the organization's vulnerabilities.
- Identify resources available and needed to respond to a crisis.
- Develops a detailed crisis management plan.
- Obtains or replenishes any missing resources.
- Monitors and detects early signs of an emergency.
- Assesses the impact of the crisis.
- Activates the crisis response and the crisis command system.
- Implements emergency measures and contingency plans as needed.
- Communicates important information to all stakeholders.
- Reviews what works or doesn't work well.

Chair:

Kien Tiet, Vice President of Operations and General Counsel

Members:

Jack Paduntin, President

Claudia Sarabia, Director of People Culture and Performance

Melissa Valle, Director of Student Success/PDSO

Judy Krause, Vice President of Academics and Student Affairs

CIAM SAFETY TASK FORCE

The CIAM Safety Task Force (CSTF) implements and oversees the implementation of ERMT decisions and continues to monitor and refine CIAM's operational response to any crisis or emergency, further developing policies and procedures as needed with approval from the ERMT. Additionally, the Task Force ensure that staff are all prepared on how to react based on specific emergencies, and or safety protocols. Some of the emergencies can include:

- First Aid Response
- Fire
- Earthquake
- Inclement weather
- Active Shooter
- Infectious Disease

Responsibilities

The CIAM Safety Task Force (CSTF) will undertake the following activities:

- Arranges support services, such as first aid, mental health resources, and food, if and when applicable.
- Plans and implements emergency drills:
 - Fire
 - Earthquake
 - Inclement weather
 - Active Shooter
- Plans and implements safety inspections
- Pre and post event communication
- Makes suggestions and edits to the safety manuals or emergency plan
- Provides input on building security and/or threat assessment activities
- Supports morale
- Coordinates with the ERMT
- Handles the tactical operations in the crisis response.
- Performs initial damage assessment
- Oversees frontline responders
- Establishes control over the situation at hand.
- Compiles emergency logs, reports, and relevant data
- Seeks to restore the business or operations to normal
- Includes key areas of operations, such as facilities, security, IT, and safety

Officer:

Claudia Sarabia, Director of People Culture and Performance

Members:

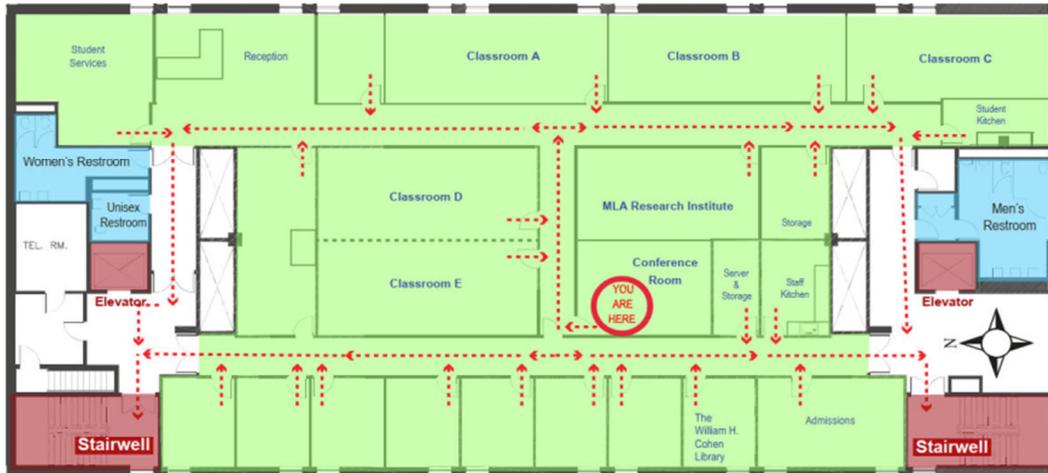
Daniela Zurita
Amy Hai
Leilani Garza

Appendix B: Evacuation plan

In case of an emergency that may require an evacuation please use the reception front doors or the classroom exits. Please proceed left to the stairwell and walk safely down to exit the building.



★ TAKE THE STAIRS IN EMERGENCY EVACUATIONS



Emergency Contact Numbers:

- Alhambra Police Department** (626)570-5151
- Fire Department** (626)570-5104
- Hospital** (626)570-1606
- Security** (626)300-2211
- Management Office** (626)300-5000
- IT (Intnet):** (626)281-4882

What to bring with you:

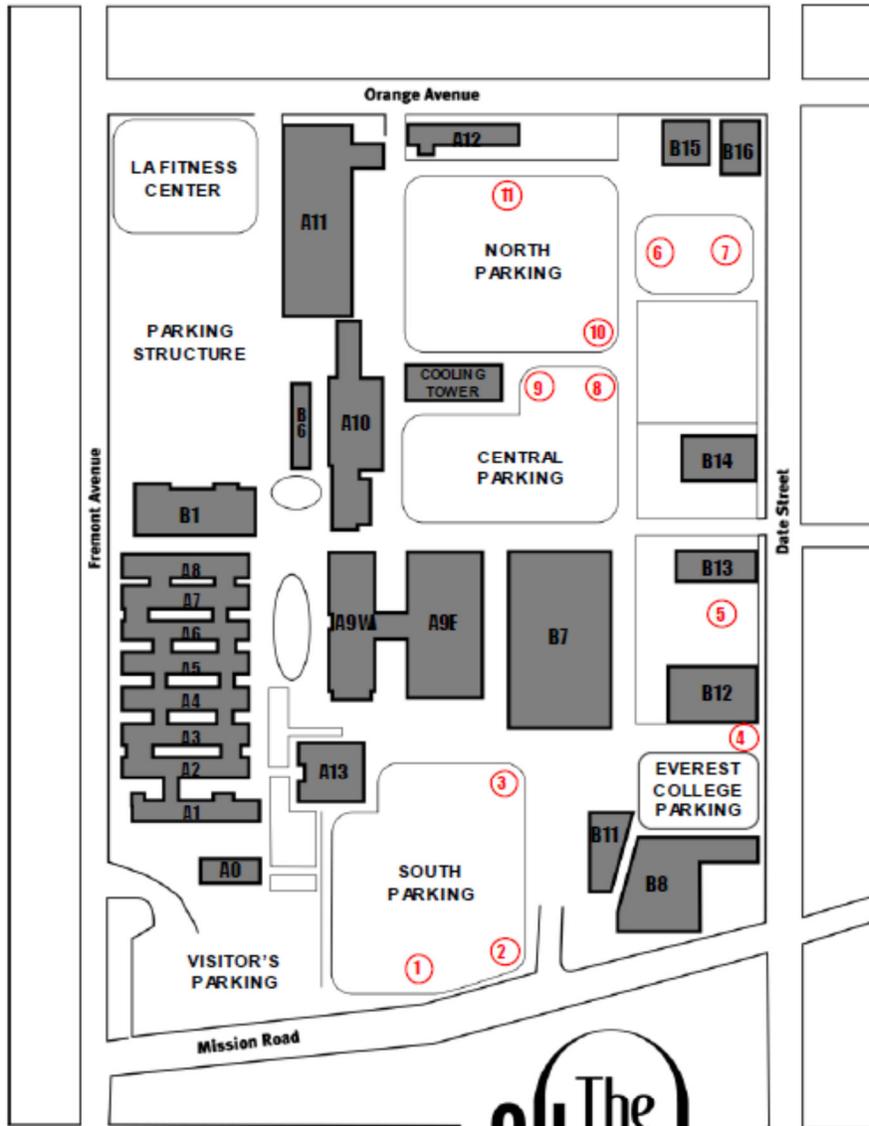
- CIAM First Aid/ Emergency Kit
- Cell Phone
- Water
- Jacket
- Walking shoes

LOCATION MEETING POINT:
The Alhambra Refuge Area 7

Refer to:
CAMPUS REFUGE AREA MAP

CIAM SAFETY TASK FORCE: Claudia Sarabia, Daniela Zurita, Amy Hai, Leilani Garza

CAMPUS REFUGE AREAS



① A0	④ B8	⑦ A10, A11	⑩ B1, B6
② A1, A13	⑤ A9E	⑧ A7, A8	⑪ LA FITNESS
③ A2, A3, A4	⑥ A9W	⑨ A5, A6	

Appendix D: How To Use An Extinguisher

