



Emergency Response Guidebook

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*For internal emergency preparedness and safety management use.
This guide should be reviewed with staff and made available to students.*

Introduction

This guidebook provides quick-reference emergency procedures for AOI College of Languages students, faculty, staff, and visitors. Safety is a shared responsibility. Everyone on campus should understand basic emergency procedures, know how to report an emergency, and follow directions from AOI staff, building personnel, and emergency responders.

No guide can cover every possible emergency. Each situation may involve different risks, time constraints, and available resources. The procedures below are intended to support fast, calm, and consistent decision-making while protecting life, reducing injuries, and preserving institutional operations when possible.

This AOI version is adapted for the Irvine, California campus and should be reviewed regularly by school leadership, administrative staff, instructors, and student-facing personnel. Updates should be made whenever campus location, contact information, emergency roles, evacuation routes, local requirements, or institutional procedures change.

Quick Emergency Contacts

Emergency / Resource	Contact / Action
Life-threatening emergency	Call 911 immediately
Suicide & Crisis Lifeline	Call or text 988
AOI College of Languages	+1 (949) 856-1700 welcome@aoicollege.edu
Campus address for responders	3 Corporate Park #140, Irvine, CA 92606
Orange County alerts	AlertOC / ReadyOC text alerts
City of Irvine emergency radio	AM 1640 when local emergency information is broadcast

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Emergency Notification

In the event of an emergency that may affect AOI College of Languages, students, faculty, staff, and visitors should be notified as quickly as possible through one or more appropriate communication methods.

AOI notification methods

- Phone: AOI main line +1 (949) 856-1700. Staff should answer promptly when safe to do so and relay critical information to students and visitors.
- Email: AOI may send instructions, campus status updates, closure notices, or reopening instructions by email.
- In-person announcements: Staff or instructors may provide immediate directions inside classrooms, reception areas, hallways, or assembly areas.
- Text messages or messaging apps: Staff may use available communication channels when appropriate and authorized by management.
- Local public alerts: Students and employees are encouraged to monitor AlertOC, ReadyOC, City of Irvine information, and official emergency messages.

Notification principles

- Emergency messages must be clear, concise, accurate, and delivered as quickly as possible.
- All students and employees are responsible for keeping their contact information current with AOI.
- When emergency responders give instructions, their directions take priority over routine school operations.
- Do not spread unverified rumors. Share confirmed information only.

Medical Emergencies and First Aid

In any medical emergency on campus, the safety and well-being of the affected individual are the first priority.

1. Call for help

- Call 911 immediately for serious or life-threatening conditions.
- Notify the School Director, Academic Director, or administrative staff as soon as it is safe.
- Provide responders with the nature of the emergency, exact location, number of people affected, and any known medical conditions or medications.

2. Assess the situation

- Make sure the area is safe for both the responder and the affected person.
- Do not move the person unless movement is necessary to prevent further harm.
- Determine whether the person is conscious, breathing, responsive, bleeding, or in visible distress.

3. Administer first aid only if trained

- Follow CPR, AED, and first aid protocols only within the scope of your training.
- Use gloves or other personal protective equipment when dealing with blood or bodily fluids.
- Control bleeding with clean cloths or bandages.
- For burns, chemical exposure, allergic reaction, fainting, seizure, or heat illness, follow appropriate first aid steps and seek emergency help when needed.
- Keep the person calm and monitored until emergency personnel arrive.

4. After the emergency response

- Complete an AOI incident report as soon as practical.
- Document the date, time, location, individuals involved, actions taken, witnesses, and outcome.
- School leadership should review the incident for preventive or corrective measures.

Preparing for Emergencies

In large-scale emergencies affecting the campus or surrounding community, first responders may not be able to reach the campus immediately. AOI students and employees should take practical steps to prepare before an emergency occurs.

1. Identify possible emergencies

- Earthquake, fire, medical emergency, severe weather, wildfire smoke, utility failure, suspicious package, active threat, and other campus safety concerns.
- Know which procedures apply to each situation.

2. Know campus exits

- Locate at least two exits from classrooms, offices, restrooms, and common areas.
- Do not assume the route you normally use will be available during an emergency.

3. Maintain basic emergency supplies

- Recommended personal supplies include a flashlight, whistle, small first aid kit, water, nonperishable food, phone charger/power bank, medication, and copies of important documents.
- Students should also prepare emergency supplies at home or in their vehicle.

4. Plan for communication

- Text messages may work when voice calls do not.
- Designate an out-of-area contact who can help share information with family or friends.
- Keep emergency contact information updated with AOI.

5. Review and practice

- AOI should review emergency procedures during staff training and student orientation as appropriate.
- Staff should know who is responsible for calling 911, guiding evacuation, checking classrooms, and accounting for students when safe.

Evacuating People with Disabilities

During an emergency, staff should provide calm, respectful, and practical assistance to individuals with disabilities. Always ask how to help before taking action unless there is immediate danger.

People who are visually impaired or blind

- Clearly announce the type of emergency.
- Offer your arm for guidance and describe the route, obstacles, stairs, doors, and changes in direction.
- After reaching safety, describe the safe location and ask if further assistance is needed.

People who are Deaf or hard of hearing

- Get attention with visual cues, gestures, lights, or written notes.
- Keep eye contact and provide clear written or visual instructions.
- Do not assume the person heard an alarm or announcement.

People using crutches, canes, or walkers

- Treat the person as someone who may need mobility assistance.
- Assist and accompany them to the evacuation area if possible.
- Use a sturdy chair or other safe support only if necessary and only when it can be done safely.

Wheelchair users

- Ask the individual about their preferred method of assistance.
- Do not separate the person from their wheelchair or mobility device unless absolutely necessary for safety.
- If stairs prevent evacuation, move the person to a safer area of rescue assistance when available and immediately inform first responders of the person's location.

Staff with questions about individual accommodations should consult school leadership. During an active emergency, follow emergency responder instructions.

Active Shooter / Armed Intruder

If there is an active shooter or armed intruder on or near campus, call 911 as soon as it is safe. Do not pull the fire alarm, as this may place others in danger. Use the Run, Hide, Fight protocol.

1. RUN

If there is an accessible escape path, evacuate immediately.

- Have an escape route and plan in mind.
- Leave belongings behind.
- Evacuate even if others do not follow.
- Help others escape if you can do so safely.
- Prevent people from entering the danger area.
- Keep your hands visible.
- Follow police or security instructions.
- Do not attempt to move wounded people.
- Call 911 when you are safe.

2. HIDE

If evacuation is not possible, find a place where the intruder is less likely to find you.

- Stay out of the intruder's line of sight.
- Choose a location that can be locked, blocked, or barricaded.
- Silence phones and turn off sources of noise.
- Lock or barricade doors with heavy furniture if possible.
- Hide behind large items and remain quiet.
- Call 911 if safe. If you cannot speak, leave the line open.

3. FIGHT

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

- Throw items or use improvised tools.
- Yell and act aggressively to create disruption.
- Commit to your action and work with others if possible.

When Law Enforcement Arrives

- Remain calm and follow all instructions.
- Put down any items in your hands.
- Immediately raise your hands and spread your fingers.
- Keep hands visible at all times.
- Avoid quick movements toward officers.
- Do not hold onto officers, point, yell, or scream.
- Do not stop to ask officers for help or directions while they are moving toward the threat.
- Evacuate in the direction directed by officers or away from the threat.

Information to provide to police or 911

- Location of the shooter or armed intruder.
- Number of suspects.
- Physical description of the suspect(s).
- Number and type of weapons if known.
- Number of potential victims or injured persons.
- Your location and the safest access point if known.

Suspicious Package or Item

If you find a suspicious package, bag, container, envelope, or unattended item that appears unusual, threatening, leaking, or out of place, follow these procedures.

1. Do not touch, open, move, or examine the item

- If the item has already been opened, remain calm and stop handling it.

2. Notify authorities

- Call 911 if the item appears dangerous or threatening.
- Notify AOI management immediately.

3. Secure the area

- Keep students, staff, and visitors away from the item.
- Close off the area if possible without touching the item.

4. Limit electronic interference

- Avoid using cell phones or radios directly next to the suspicious item if possible.

5. If contact with a substance occurs

- Avoid touching your eyes, nose, mouth, or face.
- Do not touch others or allow others to touch you.
- Wash hands and exposed skin with soap and water.
- Do not attempt to clean spilled material.

6. Follow emergency responder instructions

- Police, fire, or hazardous materials responders will determine evacuation, isolation, or reentry procedures.

Fire

In the event of a fire, smoke, burning smell, or fire alarm activation, prioritize life safety and immediate evacuation.

1. Notify authorities

- Call 911 immediately when safe.
- Notify AOI management or building personnel when safe.
- Activate the fire alarm pull station if a fire is discovered and evacuation is needed.

2. Using a fire extinguisher

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

- The fire department has been notified.
- You know how to operate the extinguisher.
- The fire is small and not growing rapidly.
- Your exit is clear and will not be blocked.
- You have the correct type of extinguisher for what is burning.
- You can leave immediately if the fire does not go out.

Never risk your life to save property.

3. If you cannot extinguish the fire

- Evacuate immediately.
- Close doors behind you as you exit when safe.
- Do not use elevators.
- Take personal belongings only if they do not slow evacuation.
- Assist people who need help only when it can be done safely.

4. During evacuation

- Follow directions from building staff, fire department, police, or AOI management.
- Proceed to the designated outdoor assembly area identified by AOI and/or building management.
- Staff should account for students and employees when safe.

5. After evacuation

- Do not reenter the building until authorized by emergency personnel or building management.
- Report missing or injured persons to emergency responders immediately.
- Complete an incident report after the emergency.

Chemical Spill or Hazardous Exposure

Although AOI is not a laboratory environment, chemical exposure could occur from cleaning products, maintenance work, nearby tenant activity, spills, gas odors, or unknown substances.

1. When to call 911

- Call 911 immediately if the spill, odor, exposure, or release poses an immediate threat to health, safety, or the environment.
- Notify AOI management as soon as possible.

2. Safety precautions

- Do not attempt to clean up a spill unless it is minor and you are trained to do so.
- Leave the area immediately and direct others away.
- Cordon off or close the area if safe.
- Do not pull the fire alarm unless a fire has occurred or evacuation is urgently needed.

3. Communicating with responders

- Provide the type of chemical or odor if known.
- Provide the exact location and size of the spill or affected area.
- Report symptoms, exposure, injuries, or special hazards.

4. Evacuation and reentry

- Evacuate if instructed by responders, AOI management, or building staff.
- Do not reenter until an all-clear is given by emergency personnel or building management.

Natural Disasters and Severe Weather

Southern California emergencies may include earthquakes, wildfires, wildfire smoke, flooding, severe weather, extreme heat, power outages, and other community-wide events. AOI should monitor official local sources and communicate campus-specific instructions to students, faculty, and staff as needed.

Official information sources

- Call 911 for life-threatening emergencies.
- Monitor AlertOC / ReadyOC for Orange County emergency alerts.
- Monitor City of Irvine information, including emergency radio AM 1640 when used.
- Use official TV, radio, public safety, and government sources. Avoid rumors or unverified social media posts.

General campus actions

- School leadership determines whether classes continue, pause, evacuate, dismiss, or relocate based on safety conditions and official instructions.
- Staff should communicate clearly with students, especially international students who may not be familiar with U.S. emergency systems.
- When campus closure or schedule changes affect instructional hours, AOI will document the disruption and makeup plan.

Earthquake

Earthquakes occur without warning. During shaking, the primary instruction is: Drop, Cover, and Hold On.

If indoors

- Drop to your hands and knees.
- Cover your head and neck under a sturdy desk or table if possible.
- Hold on until the shaking stops.
- Stay away from windows, glass, shelves, cabinets, hanging objects, and heavy furniture.
- Do not run outside during shaking.

If outdoors

- Move to an open area away from buildings, trees, streetlights, and power lines.
- Drop and protect your head and neck if debris is falling.
- Do not enter damaged buildings.

If driving

- Pull over safely and stop.
- Avoid stopping under overpasses, trees, power lines, or signs.
- Stay inside the vehicle until shaking stops.

After shaking stops

- Check yourself and others for injuries.
- Expect aftershocks.
- Evacuate if there is structural damage, fire, gas odor, water leak, or other danger.
- Do not use elevators.
- Use stairs carefully if evacuation is required.
- Report injuries, hazards, and missing persons to emergency responders and AOI management.
- Do not reenter damaged areas until cleared by emergency personnel or building management.

Wildfire, Smoke, and Poor Air Quality

Wildfires may affect AOI directly through evacuation orders, road closures, power outages, or smoke/air-quality impacts even when the fire is not near campus.

If there is an evacuation warning or order

- Follow official evacuation instructions immediately.
- Do not delay dismissal or evacuation when public safety officials order evacuation.
- AOI staff should communicate the closure, dismissal, or relocation plan as quickly as possible.
- Students should notify family, host families, or housing contacts when safe.

If smoke or poor air quality affects campus

- Close windows and doors when practical.
- Limit outdoor activity.
- Follow building management instructions about HVAC or ventilation.
- Students with asthma, respiratory issues, or other medical concerns should seek medical advice and notify staff if they need assistance.
- School leadership may modify activities, dismiss students, or close campus if conditions become unsafe.

Preparedness steps

- Know multiple routes home or to housing in case roads are closed.
- Keep phone charged and monitor official alerts.
- Prepare essential items such as identification, medication, water, chargers, and emergency contacts.

Flooding, Severe Weather, and Extreme Heat

Flooding or heavy rain

- Do not walk or drive through floodwater.
- Avoid underground or low-lying areas if flooding is present.
- Report leaks, standing water, electrical hazards, or ceiling damage to AOI management and building personnel.
- School leadership may delay, dismiss, or close classes if road or campus conditions are unsafe.

Severe weather

- Move away from windows during high winds or flying debris.
- Follow building instructions and official weather alerts.
- Avoid unnecessary travel during dangerous conditions.

Extreme heat

- Drink water and avoid excessive outdoor activity.
- Watch for signs of heat illness: dizziness, confusion, headache, nausea, weakness, or fainting.
- Move affected individuals to a cooler place and call 911 for severe symptoms.
- School leadership may modify outdoor activities or student movement during dangerous heat.

Student Crisis Response

If a student appears to be an immediate threat to their own safety or the safety of others, call 911 immediately.

Crisis situations include

- A student expressing intent to die by suicide or seriously harm themselves.
- A student making threats or showing behavior indicating an imminent risk of harm to others.
- A student experiencing severe confusion, psychosis, panic, intoxication, or medical/mental health distress that creates immediate safety concerns.
- A student who has a weapon or indicates access to a weapon in connection with a threat.

Non-emergency concerns

If a student does not pose an immediate threat but appears distressed, withdrawn, unstable, or at risk, notify appropriate AOI staff and refer the student to support services as appropriate. Do not promise confidentiality when safety is involved.

- Suicide & Crisis Lifeline: call or text 988.
- Encourage the student to contact a trusted family member, physician, counselor, sponsor, or emergency support person.
- Document the concern and actions taken according to AOI incident reporting procedures.
- For F-1 students, involve the DSO when the crisis may affect enrollment, attendance, leave, or immigration-related obligations.

Bomb Threat

Bomb threats are often received by telephone, but they may also be received by email, written note, social media, or in person. Stay calm, gather information, and call 911 immediately.

If the threat is by phone

Keep the caller on the line as long as possible. Do not hang up if you can safely continue the call. Ask:

- When will the bomb explode?
- Where is it right now?
- What does it look like?
- What kind of bomb is it?
- What will cause it to explode?
- Did you place the bomb?
- Who placed it?
- Why was it placed?
- What is your name?
- What is your address?

Record observations

- Exact wording of the threat.
- Caller's voice, accent, tone, age estimate, emotional state, and background noise.
- Phone number or caller ID if available.
- Time and duration of call.

Required actions

- Call 911 immediately.
- Notify AOI management and building personnel.
- Do not touch suspicious packages or items.
- Follow police, fire, building coordinator, and AOI instructions regarding evacuation or sheltering.
- If threat is received by email or note, preserve the message and avoid unnecessary handling.

Utility Failure

Utility failures may occur without warning or may result from other emergencies such as earthquakes, fires, severe weather, or planned outages.

Electrical outage

- Turn off or disconnect equipment that could be damaged by a surge when power is restored.
- Keep aisles and exits clear.
- Use flashlights rather than candles or open flames.
- Evacuate if lighting, ventilation, fire alarm systems, or other conditions create a safety risk.
- School leadership will determine whether classes continue, pause, dismiss, or relocate.

Water outage or plumbing failure

- Report water outages, leaks, pipe breaks, flooding, or restroom issues to AOI management.
- AOI management should contact building maintenance or property management.
- If sanitation cannot be maintained, school leadership may dismiss or close campus until resolved.

Gas odor or suspected gas leak

- Do not turn lights or electrical devices on or off near the odor.
- Evacuate the area immediately.
- Call 911 from a safe location.
- Notify AOI management and building personnel.
- Do not reenter until cleared by emergency personnel.

Internet or phone outage

- Use alternate communication methods if available.
- Document attendance and instructional activity manually if necessary.
- Update students once communication is restored.

Emergency Operations: Short-Term and Long-Term Disruptions

AOI must preserve student safety while maintaining compliance with institutional, accreditor, state, and SEVP requirements. Any emergency-related disruption should be documented, including dates, affected classes, decisions made, communications sent, and makeup or recovery actions.

Short-term disruptions: 1 to 14 calendar days

When the campus is temporarily inaccessible, unsafe, or affected by a short emergency, AOI leadership may implement one or more of the following measures:

- Temporary schedule adjustment: Extend daily instructional time or adjust class times to recover missed instructional hours.
- Documented in-person makeup hours: Provide supervised face-to-face makeup instruction with an academic plan that is equivalent to the missed instruction.
- Staggered class scheduling: Temporarily adjust morning/afternoon cohorts or classroom use to reduce density or accommodate facility limitations.
- Temporary campus closure: Suspend in-person classes when safety conditions require closure, with written notice to students and staff.
- Administrative continuity: Preserve access to student records, attendance, grades, and emergency contact information when possible.

Long-term disruptions: 15 or more calendar days

When disruption is prolonged, AOI leadership may consider additional continuity measures:

- Temporary alternate location: Relocate in-person instruction to a secure and appropriate alternate site, subject to required notifications and approvals.
- Regulatory notifications: Notify ACCET, SEVP, BPPE, or other agencies as required by applicable rules and circumstances.
- Program calendar adjustment: Revise academic calendars or session schedules to ensure required clock hours and program requirements are met.
- Student services continuity: Maintain advising, immigration support, communication, records, and student welfare monitoring.
- Return-to-campus plan: Reopen only when the facility is safe and building management or public authorities permit return.

Incident Reporting and Follow-Up

Emergency response is not complete until AOI documents the incident and reviews follow-up actions. Accurate reporting supports student safety, institutional compliance, insurance records, and continuous improvement.

Incident report should include

- Date and time of the incident.
- Exact location.
- Names of students, staff, visitors, witnesses, and responders involved when known.
- Description of what happened.
- Immediate actions taken.
- Whether 911, building management, emergency responders, or outside agencies were contacted.
- Injuries, property damage, class disruption, or campus closure details.
- Notifications sent to students, staff, parents/agents, regulators, or other parties if applicable.
- Corrective actions, follow-up meetings, policy changes, or training needs.

Leadership review

- School leadership should review incident reports promptly.
- Patterns or repeated risks should be addressed through training, facility improvements, policy updates, or communication changes.
- Records should be retained according to AOI's recordkeeping practices and any applicable regulatory requirements.

Emergency Resources

Resource	Use
911	Police, fire, ambulance, immediate life-threatening emergencies
988 Suicide & Crisis Lifeline	Call or text 988 for mental health crisis support
AOI College of Languages	+1 (949) 856-1700 welcome@aoicollege.edu
AlertOC / ReadyOC	Orange County emergency alerts and preparedness information
City of Irvine emergency information	Local alerts, evacuation information, road closures, shelters, and emergency radio AM 1640 when active
Orange County Fire Authority	Fire safety and disaster preparedness information
California Governor's Office of Emergency Services	Statewide disaster preparedness guidance, including earthquake safety

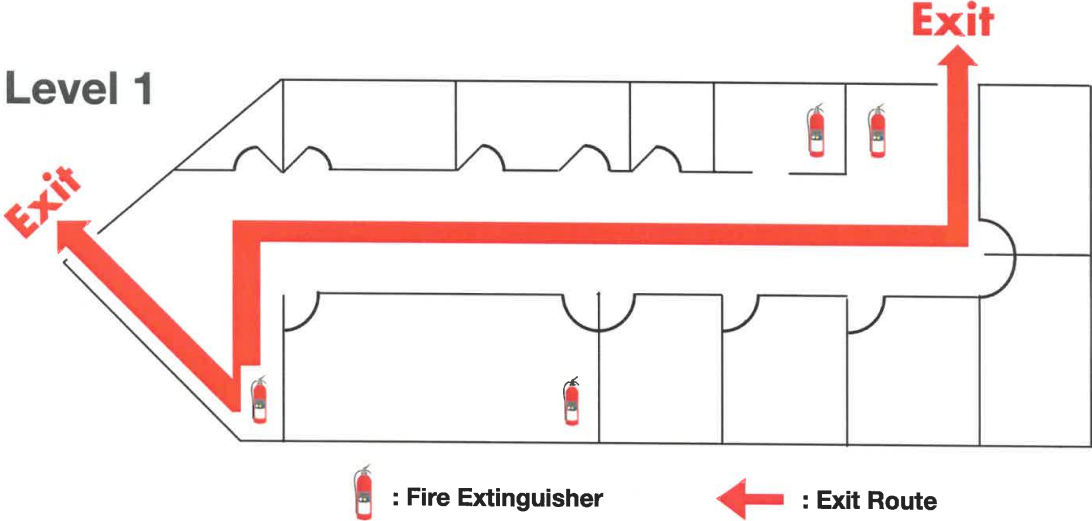
AOI should keep this section current and replace or supplement resources as local emergency contacts, campus procedures, and regulatory needs change.

Evacuation Map

Evacuation Plan

3 Corporate Park, Irvine

Emergency Evacuation Route



Fire Dept: 911 (Call)