

CRISIS MANAGEMENT PLAN



PROVIDENCE
CHRISTIAN COLLEGE

EMERGENCY PHONE NUMBERS AND CONTACT INFORMATION:

In an emergency, call the supervisor in each affected department.

If it involves	...Students...	contact Brian DeHaan
	...Faculty/Academics	contact David Alexander
	...Staff...	contact Dawn Dirksen
	...Alumni...	contact Michael Kiledjian
	...Facilities...	contact Maintenance (626) 606-4050
	...Campus Patrol...	contact Post Alarm Systems

<u>Position</u>	<u>Name</u>	<u>Ext</u>	<u>Cell Number</u>
#Dean of Student & Athletic Affairs	Brian DeHaan*	4043	(626) 636-1393
#Facilities Coordinator, Crisis Manager	Elizabeth Siri	4050	(626) 710-5738
#Resident Director	Kyle Kortenhoeven*		(909) 292-3632
#Resident Director	Genevieve Alexander*		(260) 388-9680
#Vice President for Enrollment & Interim CEO	Pete Hamstra**		(602) 708-2428
#Vice President for Academic Affairs	David Alexander		(260) 388-6905
#Vice President for Advancement	Michael Kiledjian	4003	(760) 333-8355
#Vice President for Finance and Operations	Dawn Dirksen	4001	(909) 437-2284
#Registrar	Elijah Villafana	4006	(714) 616-6474
#Assistant Director of Admissions	Shane Becker	4002	(714) 276-7457
#Campus Safety Line	Post Alarm Systems		(626) 446-9874

Resident Assistants available to students via cell phone when they are on duty. The duty schedule will be posted in the dorms and on "ON DUTY" google calendar.

Crisis Management Team (CMT)

* CPR and First Aid Certified

** Authorized to speak with media

Emergency # -- 911 (9-911 if calling from a college landline phone)

Pasadena Police Department – (626) 744-4501; non-emergency (626) 744-4241

Pasadena Fire Department – (909) 744-4655

City of Pasadena, General Information Line – (626) 744-4000

City of Pasadena, Power emergencies (626) 744-4673; Water emergencies (626) 744-4138

Poison Control – (800) 876-4766

SoCal Edison Power Outage Hotline – (800) 611-1911

The Crisis Management Plan

Preface: This Crisis Management Plan has been designed to provide vital information and guidance to Providence Christian College in the event of a major emergency on campus. The procedures listed in this manual are intended to be used as general guidelines and do not cover every conceivable situation. While it is not practical to suggest that these procedures will be followed verbatim during any actual emergency, they will provide vital information on how students, faculty, and staff can respond to these situations. The Crisis Management Team may utilize other procedures not listed in this manual to respond to major emergencies on campus. All requests for suggested changes should be submitted in writing to the Crisis Manager for review.

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I. INTRODUCTION

A. PURPOSE & GOAL

The main goal of the Providence Crisis Management Plan is the preservation of life, protection of property, and continuity of campus operations. Other objectives include but are not limited to:

- Delegation of responsibility to emergency personnel.
- Coordination of emergency operations with external agencies such as the city of Pasadena Emergency Management Team, the Los Angeles County Sheriff's Department, the Los Angeles County Fire Department, and other applicable agencies and organizations.

B. DEFINITION OF A MAJOR EMERGENCY

A major emergency is any event that interrupts or halts the operation of the College. In some cases, mass casualties and severe property damage may be sustained. A coordinated effort of all campus-wide resources may be required to effectively control the situation.

C. TYPES OF MAJOR EMERGENCIES

The following represent a list of major emergencies. Recommended procedures are listed in section II of this manual.

- Earthquake
- Armed suspects/Active shooter
- Bomb threats
- Fire
- Medical Emergency
- Suicide
- Power Outage
- Hazardous material leak or spill

D. ASSUMPTIONS

The following general assumptions exist in the event of a major emergency on campus: an emergency or disaster may occur at any time of day or night, weekend or holiday, with little or no warning. The succession of events during a major emergency is unpredictable. Therefore, published operational plans will serve only as a guide. Field modifications may be necessary in order to meet specific requirements. A major emergency or disaster may affect residents in the surrounding geographical location of the College. Therefore, external emergency services may not be immediately available to Providence.

E. GENERAL RESPONSIBILITIES

1. President and the Cabinet: The President acts as the highest level of authority for Providence Christian College. The President or his/her designee is responsible for the following:

- Approving funding to maintain Providence's readiness for major emergencies.
- Gathering information from the Crisis Management Team (CMT) during a major emergency.

- Declaring a state of emergency on all campus properties owned or used by Providence.
- Cancelling classes or suspending business operations.
- Being prepared to visit with persons affected by an emergency.
- Maintaining communication with the Board of Trustees during an emergency.
- Approving immediate disbursement of funds to manage major campus emergencies.
- Declaring an end to a state of campus emergency.
- Being prepared to make other executive decisions.

In the event that the President is not available, his/her designee shall be one of the following individuals from the Cabinet:

1. Dean of Student Life
2. Vice President for Academic Affairs
3. Vice-President for Finance and Operations
4. Vice-President for Advancement
5. Vice President for Enrollment

2. Direction and Coordination

The Crisis Manager shall direct and coordinate all emergency operations for Providence including but not limited to:

- Coordination of all on-campus emergency functions
- Coordination of the CMT
- Liaison with external agencies

3. Other Faculty and Staff: All Faculty and Staff not on the CMT should report to their supervisor or a member of the CMT as soon as possible following the events of the emergency.

IMPORTANT: Remember to inform all students to follow the building evacuation guidelines during any emergency.

II. RECOMMENDED PROCEDURES

This section entails a list of recommended procedures for some types of emergencies. These procedures may be followed in sequence, unless conditions dictate otherwise.

EARTHQUAKE

[For recommended earthquake safety actions, please read this document.](#)

In the event of an earthquake:

- DROP-Drop down on the floor
- COVER-Under a sturdy desk, table or other furniture. If that is not possible, or in a hallway, seek cover against an interior wall. Protect your head and neck with your arms.
- Avoid danger spots near windows, hanging objects, mirrors or tall furniture.
- HOLD ON-If you take cover under a sturdy piece of furniture, HOLD ON to it and be prepared to move with it. Hold the position until the ground stops shaking and it is safe to move.
- Do not enter or exit any building during the shaking; there may be danger from falling debris.
- Do not use elevators.
- IF YOU ARE OUTDOORS DURING AN EARTHQUAKE
- Find a spot away from buildings, trees, streetlights and power lines.
- Drop to the ground and stay there until the shaking stops.
- Do not return to your building until authorized to do so.
- IF YOU ARE IN A VEHICLE DURING AN EARTHQUAKE
- Stop in the safest place away from underpasses/overpasses, bridges, etc.
- Stay in the vehicle until the shaking stops.
- BE PREPARED TO REPEAT THESE STEPS IN THE EVENT OF AN AFTERSHOCK.
- ONCE THE SHAKING HAS STOPPED:
- Determine if evacuation is required.
 - If evacuation is required:
 - Remain calm.
 - Exit the building carefully, in an orderly manner.
 - As you evacuate the building, assist others, if possible.
 - Beware of danger as you exit the building.
 - Take mental note of any injured/trapped individuals or groups.
 - Upon evacuating, ensure that you are a safe distance, (200-300 feet) from the building.
 - When you are outside, stay away from buildings, trees, light poles, power poles.
 - If safe, head to the assembly point in the center of campus.
 - Wait for further instructions from Providence Staff or other authorized personnel.

ONCE YOU HAVE EVACUATED

If you have evacuated, you should continue to stand by at your assembly point and wait for further instructions from Campus Safety or other emergency response personnel.

ARMED SUSPECTS/ACTIVE SHOOTER

[For resources regarding active shooter training, please visit the Department of Homeland Security Emergency Management Institution site here.](#)

If you suspect an individual of carrying a weapon on campus, call 911 and/or contact Post Alarm. An active shooter is an armed individual who has used deadly force and continues to do so with unrestricted access. The incident may be over quickly and can occur anytime and anywhere. It can involve single shooters, multiple shooters, close encounters, distant encounters, random victims, and mobile confrontations. Unfortunately, college campuses are not immune from an active shooter incident. A survival mindset can provide a strong foundation upon which you can base decisions and your course of action. It enables you to act quickly and effectively. It is comprised of three components; awareness, preparation, and rehearsal.

Awareness	Gain a basic understanding of the situation. Become attuned to your environment.
Preparation	Look at your environment through the lens of survival. “What if” questions are critical in developing effective response strategies. Survivors prepare themselves both mentally and emotionally to do whatever it takes to survive.
Rehearsal	Mentally or physically practice of your plan will reduce time and build confidence.

PREPARED	-VS-	UNPREPARED
Startle and fear		Startle and fear
Feel anxious		Panic
Recall what they have learned		Fall into disbelief
Prepare to act as rehearsed		Lost in denial
Commit to action		Descend into helplessness

Commented [BP1]: Confused here – are these typos?

Commented [e2R1]: Not a typo. To show progression of reaction from situation.

If you receive a warning of an active shooter on campus:

- Take shelter inside the building
- Close and lock doors and windows
- Turn off the lights, close window blinds/curtains
- Stay away from windows

If the shooter enters your area:

Run

- If safe to do so, leave the building or area as quickly and as safely as possible. Once you reach safety, call Post Alarm at 800-654-7678 or 911 with the following information:
- Location
- Number of shooters and physical description
- Type of weapon(s)
- Potential victims

Hide

- If you are unable to leave the building, go to a room that can be closed, locked, or barricaded by using available material (desks, cabinets).
- If you cannot reach a securable room, look for a nearby location safely that provides cover. Be out of the active shooter's view. Turn off the lights.
- Do not move from your safe space until it is safe or you receive direct communication from Post Alarm or law enforcement.
-

Fight

- As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or act aggressively as possible against the shooter by:
- Throwing items and improving weapons
- Yelling
- Committing to incapacitate the active shooter by your actions

What should you expect from law enforcement?

- Remain calm and follow officers' instructions
- Keep hands visible at all times
- Avoid making quick movements toward officers such as holding onto them for safety

BOMB THREAT

[Please read this important brochure on bomb threat call procedures.](#)

Bomb threats on campus shall be handled by Post Alarm Systems, the Los Angeles County Sheriff's Department, and other applicable Emergency Response Team members. The decision to evacuate any Providence owned or operated property will be made at the time of the incident.

Procedures for handling a bomb threat caller:

- If an individual receives a bomb threat call, he/she should immediately record the time the call was received and terminated. The person receiving the telephone call should attempt to gather some of the information listed below.
- Determine if the caller is male or female.
- Ask the caller where the bomb is planted.
- Ask the caller when the bomb is going to explode. Ask the caller from where he/she is calling. As soon as possible, call 911 or Campus Safety.

Procedure if/when a suspicious package is found:

- DO NOT TOUCH OR MOVE THE OBJECT!
- Immediately leave the area and call Campus Safety or 911 and advise others in the area to do the same.
- Immediately leave the area and advise others to do the same
- Limit the use of two-way radios and cell phones near the item
- If package is leaking a substance or powder and you came into contact with the substance, keep your hands away from you eyes, nose, mouth, or any part of your face
- Do not touch others or let others touch you
- Wash your hands and arms from elbow down with soap and water

FIRE

General Fire Safety Precautions:

- If you encounter fire or smoke in a building, head out the nearest exit immediately, warn others along your route out of the building, pull the fire alarm on the way out if possible to do so safely, and call 911 once you are safely away from the building.
- If you suspect someone is trapped inside a building during a fire, notify the firefighters on scene or Providence Staff. Do not reenter a burning building.
- If you are trapped in a fire, attempt to leave the building. Cover your nose and mouth with a cloth or T-shirt. If it is not possible to exit through a door, find another exit such as a window. If possible, place wet towels or clothing in the cracks around the door. Jumping from a window is only to be considered when you are in immediate danger.
- If you exit through a door, stay low to the floor but do so with caution. Use a wet towel or blanket to protect yourself from flames and smoke.
- Many fires are of electrical origin.
- Check for frayed cords, broken plugs, and avoid using too many appliances in one circuit.
- Be familiar with emergency exits inside your buildings as well as the location of fire extinguishers.
- Move away from the building to your pre-determined evacuation assembly area.
- A campus Emergency Command Center may be set up near the emergency site.
- Keep clear of the Command Center unless you have official business there.

- Do not return to an evacuated building unless told to do so by a college official.
- Fire extinguishers are located throughout campus in many strategic locations. These locations are indicated on the maps at the end of this booklet. Learn to identify the extinguishers and find out where they are located in your area. In the event of a small fire that would not put your safety at risk, utilize the fire extinguisher if you are capable of doing so. If you decide to use a fire extinguisher, follow the instructions listed below on how to operate a fire extinguisher.

Learn how to:

P. A. S. S.

PULL—the pin or ring, or release the lock latch.

AIM—the extinguisher nozzle at the base of the fire.

SQUEEZE—or press the handle.

SWEEP—from side to side slowly at the base of the fire until it goes out.

MEDICAL EMERGENCY

If a serious injury or illness occurs, remain calm and proceed as follows:

- Call Post Alarm or call 911 directly. Relay the following:
 - Your name.
 - Location of the victim.
 - Indicate whether or not the victim is conscious and breathing.
 - Describe the nature and severity of the medical problem.
 - Provide an estimated age and gender of the victim.
 - Look for emergency medical ID and give all information to the dispatcher.
 - If trained to administer first aid/CPR, do so.

NOTE: All Student Life Staff are trained on how to administer first aid and CPR.

SUICIDE

Students, Faculty, and Staff must take all statements or notes about suicidal thoughts seriously. If a person threatens to commit suicide on campus and has the means or a lethal weapon available, the following steps should be taken:

- Remain calm and immediately alert Resident Life and/or call 911.
- Provide as much information as possible to Resident Life and/or 911 operator (location, your name, name of suicidal person, a call-back phone number, and intended weapon/drug).
- Make a mental note of everything the suicidal person says and does.
- Do not minimize or challenge the person's threat; take it seriously.
- Never promise confidentiality; instead, promise help and privacy.
- Retreat if your safety is at risk.
- If possible, attempt to keep the person calm until Campus Safety and/or the police arrive.

POWER OUTAGE

- Notify the Facilities Coordinator, Elizabeth Siri at (949) 929-5306.
- Do not use the elevator
- Secure any equipment that might present a danger or be damaged while electrical power is off, or when power is restored.

- If possible, turn off all equipment to reduce overload and to prevent damage when power is restored.
- Remain where you are unless told to evacuate.
- Raise window blinds to let in outside light.
- If evacuation of the building is ordered, seek out and assist any persons with disabilities.
- Leave room light switches in the ON position.
- Emergency lighting in stairwells and throughout the common areas will activate.
- If the power failure is prolonged, the Providence Business Office and the Office of Academic Support shall decide on the status of classes, work and overall Providence operations.

HAZARDOUS LEAK OR SPILL

- Take steps to protect all chemical containers and gas cylinders prior to a violent shake from an earthquake.
- Any serious chemical spill should be reported to the immediately.
- Depending on the severity of the spill, be prepared to evacuate the building.
- Stay upwind and upstream of the spill.
- In the event of a large off campus spill, evacuation of the campus may be necessary.
- Be prepared to cooperate with traffic control officials.

III. CRISIS MANAGEMENT

A. CRISIS MANAGEMENT CENTER (CMC)

When a major emergency occurs or is imminent, it shall be the responsibility of the CMT to coordinate all aspects of setting up a Crisis Management Center (CMC). The CMC may be established in Witherspoon Hall main office, or inside a classroom, or at a college owned Vehicle, or at another location determined by the Crisis Manager. The CMT will operate the CMC until a personnel change can be scheduled by the Crisis Manager.

A staging area for responding external agencies shall be established in conjunction with the agencies or other assisting organizations.

1. Crisis Manager Responsibilities:

The responsibilities of the Crisis Manager include the following:

- Responsible for the overall direction and coordination of the College emergency response
- Responsible for the overall direction and coordination of the CMT
- Determines the type and magnitude of the emergency and establishes the appropriate CMC
- Notify and assemble the CMT to manage the situation
- Coordinate communication with external agencies
- At the conclusion of the emergency, prepare and submit an after action report to the President

2. CMC Resources include but are not limited to:

- Crisis Management Plan
- College Vehicles (Keys are located at the Reception Desk)
- Campus Maps
- Digital
- Limited food and water supply
- First Aid supplies

B. CRISIS MANAGEMENT TEAM

The Crisis Manager and Crisis Management Team (CMT) are tasked with the following responsibilities:

Emergency Preparedness

- Be prepared to staff an emergency crew.
Prepare a practical plan of Critical Response Actions for all applicable major emergencies listed in this manual.
- Provide written instructions of the emergency plan for use by team members;
- Conduct periodic emergency preparedness training for CMT and/or the Providence community as applicable.
- Establish a plan to keep the Providence community in a state of constant readiness.
- Work in conjunction with Post Alarm Systems as well as other local, state, and federal agencies.

Emergency Procedures

- Take immediate and appropriate action to protect life, property, and to safeguard records.
- Notify the Providence community and administrators of major emergencies, as applicable. This may involve the college notification system, college email system, college website, and other methods deemed necessary by the Crisis Manager or their designee.
- Monitor campus emergency warning and evacuation systems.
- Conduct evacuations in cooperation and coordination with building staff.
- Provide traffic control, access control, perimeter and internal security patrols and fire prevention services as needed.
- Provide and equip an alternate site for the CMC.
- Maintain communication with all members of the CMT.
- Work in conjunction with Fuller Campus Security as well as other local, state, and federal agencies.

Emergency Recovery

Immediate Post-Event actions
Casualty/Fatality Notification Process
Connecting to counseling resources/stabilizing psychological environment
Facilitating grieving
Supporting loved ones
Continuity of primary operations

IV. BASIC PLAN

A. Prevention and Mitigation

Daily Activity Report (DAR)

A log is documented for any incidents that have occurred on campus.

Missing Students Policy

If a staff member is informed that a student has been missing the RD will check with resident life staff to see if they have information. If not the RD will attempt to contact the student, his/her roommate, and the emergency contact person on file with the director of student life. If the student is not located after 24 hours local law enforcement will be called.

Room Checks

At the beginning of each year the Resident Life staff discusses room furniture setup with resident students to ensure the room is safe in case of a fire or earthquake. Following the safety meetings, the Resident Life staff conducts periodic room safety checks.

Safety and CMP Training

Each August, all faculty, staff, and students will be instructed in the Crisis Management Plan, including any updates in procedures or contact information. Additionally, the student life staff will conduct periodic fire and earthquake drills with students.

B. Phases of Response

Initial

The first response in any situation should always have the safety of the students and the college community in mind. Any college employee is able to make a judgment about when and if to call the proper authorities. Contact 911 or your supervisor as soon as possible before a situation gets out of control. Remember, dealing with an initial small incident is much better than ignoring a situation until it becomes serious. Inform your department head ASAP.

Action

After being contacted, the department head(s) and the CMT will assign a category (critical incident, crisis, or disaster) to the situation and decide upon a plan of action.

Resolution

Following the emergency, the department head(s) will submit a report to the full CMT. A decision will be made by the CMT regarding what further action needs to be taken to follow-up the situation.

C. Levels of Emergencies

Following the Initial Stage of response, the CMT will identify the incident as one of the following:

Critical Incident: A critical incident is an event that causes disruption to part of the campus community such as a medical emergency (choking, asthma attack) or an accident

or incident away from campus (car accident, student off-campus arrest).

Stage 1 This is a critical incident which only affects one department. It can be handled by the head of that department without involving the full CMT. The department head should handle this situation and submit a report summarizing the incident, the action taken, and the continuing ramifications within 24 hours of the incident (see Incident Report).

Stage 2 This is a significant critical incident that involves multiple departments. All members of the CMT should be notified ASAP. The heads of each affected department will be contacted along with the president of the college. The department heads, along with the president, will assess the situation together and decide on a plan of action. Within 24 hours, a report will be made to the full CMT regarding the incident, actions taken, and the continuing ramifications.

Crisis: A crisis is an unexpected event that disrupts the entire institution such as a health/safety emergency (fire, flooding, chemical spill, suicide, epidemic) or a criminal incident (intruder on campus, sexual assault).

Stage 3 This is a serious crisis that affects the entire college campus. After contacting emergency personnel and handling the initial stage of the crisis to ensure the safety of the campus, the CMT should be notified ASAP. Upon notification, the entire CMT will meet together to assess the situation and decide upon an action plan. Following the incident, the president will assign one of the team members to write a crisis report to be submitted to the CMT at an official meeting.

Disaster: A disaster is an unexpected event that disrupts normal operations of not only the institution but the surrounding community as well, such as a natural disaster (destructive Santa Ana winds, major earthquake, airline crash in the near vicinity of campus)

Stage 4 This is a regional or national emergency that affects the college campus but also the surrounding community. All employees of the college should act to ensure safety of the students and employees; the entire CMT will be notified ASAP. Upon notification, the CMT will meet together to assess the situation and decide upon an action plan. Following the incident, the team will construct a crisis report.

D. General Emergency Procedures

Alarms/Announcements: Each of the buildings is equipped with a fire alarm system to alert students of a smoke/fire emergency. The college utilizes a variety of communication methods to relay announcements to the students, including email blasts, text messaging, Populi announcements, face-to-face announcements after chapel, Facebook, and alerts posted on the college website. The college will utilize the most appropriate communication method for the

emergency being faced at that time – if you receive an emergency message, follow the instructions immediately.

Building Evacuation: If a building needs to be evacuated, all individuals need to follow the evacuation plan posted in each building or residential room. Essentially, all individuals need to move quickly and safely to their evacuation site at the respective parking lots indicated on the attached maps. If the building needs to remain vacant for an extended amount of time, the CMT will decide upon a long term relocation plan.

Campus Evacuation: In the event that the campus (or an individual building) needs to be evacuated, all evacuees need to move immediately to the primary evacuation site at the respective parking lots indicated on the attached maps. If this primary location is unsafe, individuals will be directed to a secondary location by a college staff member. Attendance will be taken to ensure all Providence personnel and students are accounted for.

Commented [BP3]: New location, needs edits

Employee Injury: In the event that an employee of the college (including a student employee) gets injured, he or she needs to go to the medical clinic approved by worker's compensation. If this injury is an emergency, call 911. Maps of local hospitals and the workman's comp medical clinic are below.

First Aid and Emergency Kits: Each residential building has a First Aid Kit and an Earthquake Emergency Kit located in the RAs' rooms; additional emergency/safety supplies can be found in the RD apartments also. These kits are updated annually and checked regularly; they include a limited amount of bottled water and non-perishable foods. They also each have an updated Crisis Management Plan with contact phone numbers. All student life staff members are trained in CPR and First Aid. Students, faculty, and staff are encouraged to keep their own personal first aid and emergency kit supplies in their dorm rooms or offices.

Lockdown: In case of building and/or campus lock-down, each building will be contacted using cell phones or another appropriate communication method. When a lock-down is in effect, every individual needs to remain inside his/her building (or possibly inside the room/office) until he/she is released by a member of the CMT, police officer, or firefighter.

Media Interaction: Only the president (or someone that he has appointed) can communicate with the media.

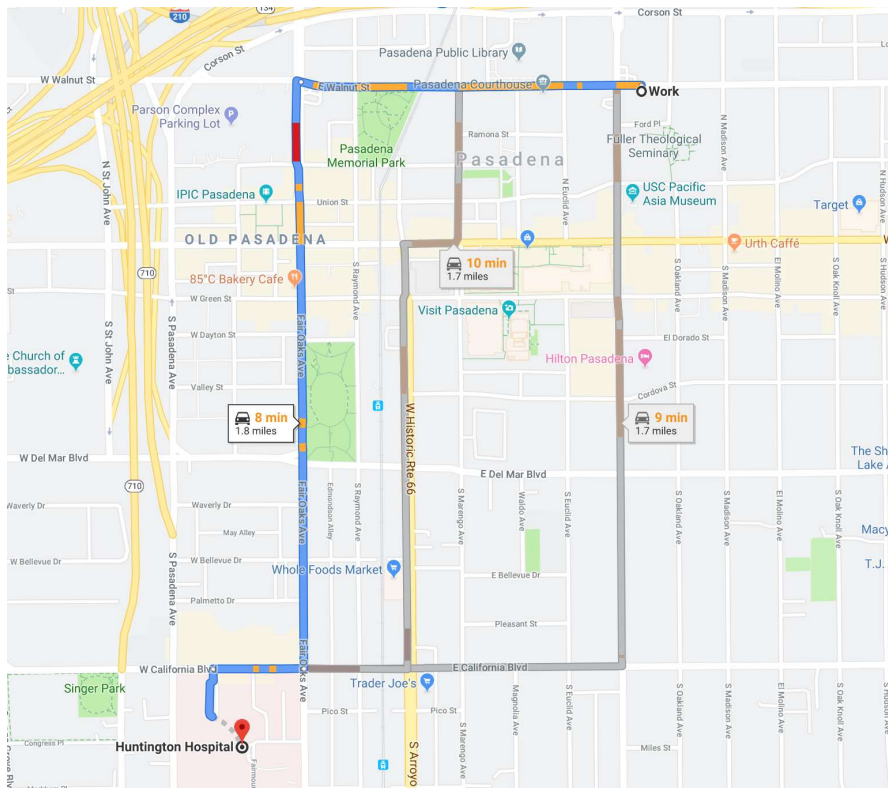
V. ASSMEBLY POINT AND MEDICAL FACILITY DIRECTIONS

[Campus Map] identifying Primary Evacuation Site –

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Maps to Local Hospitals

Huntington Memorial Hospital
100 W California Blvd
Pasadena, CA 91105
(626) 397-5000

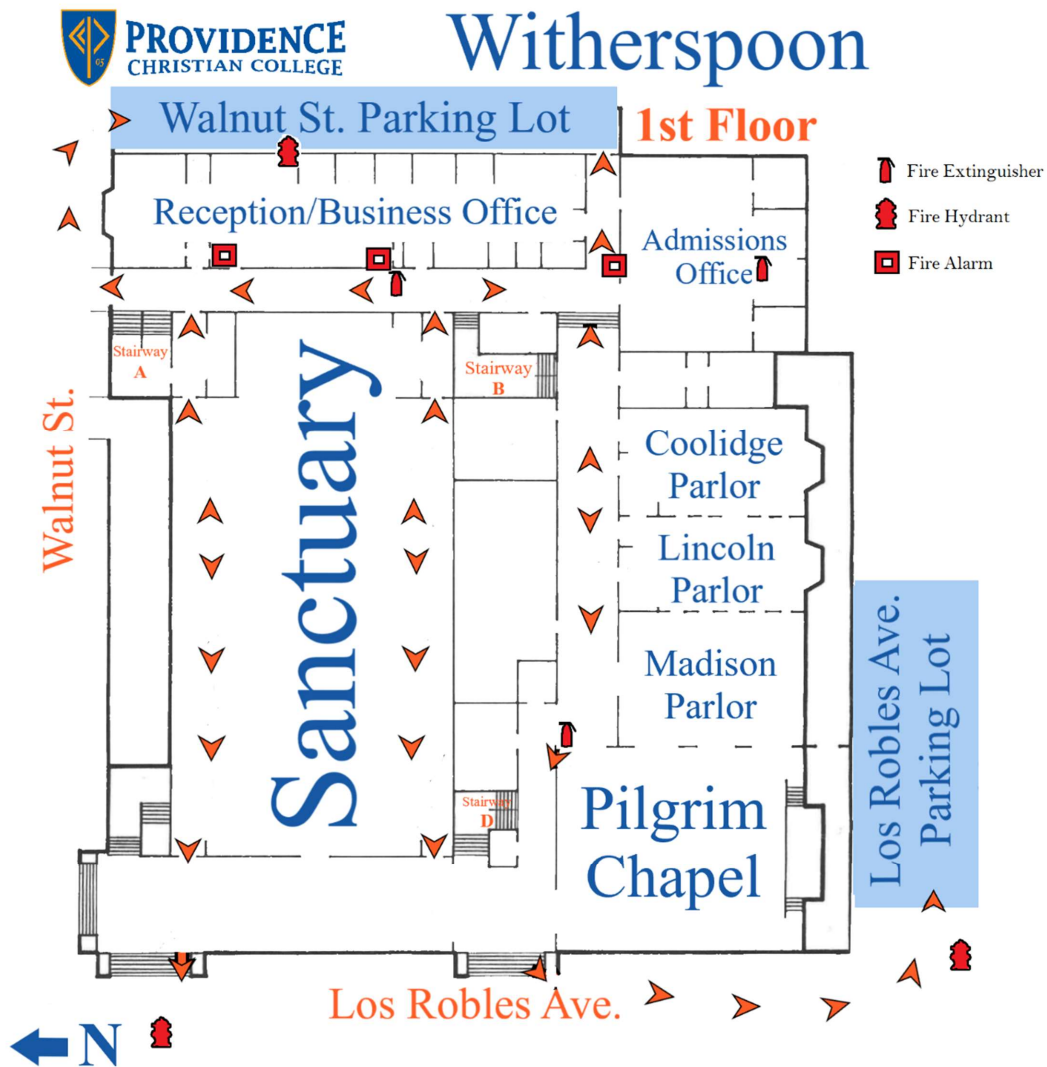


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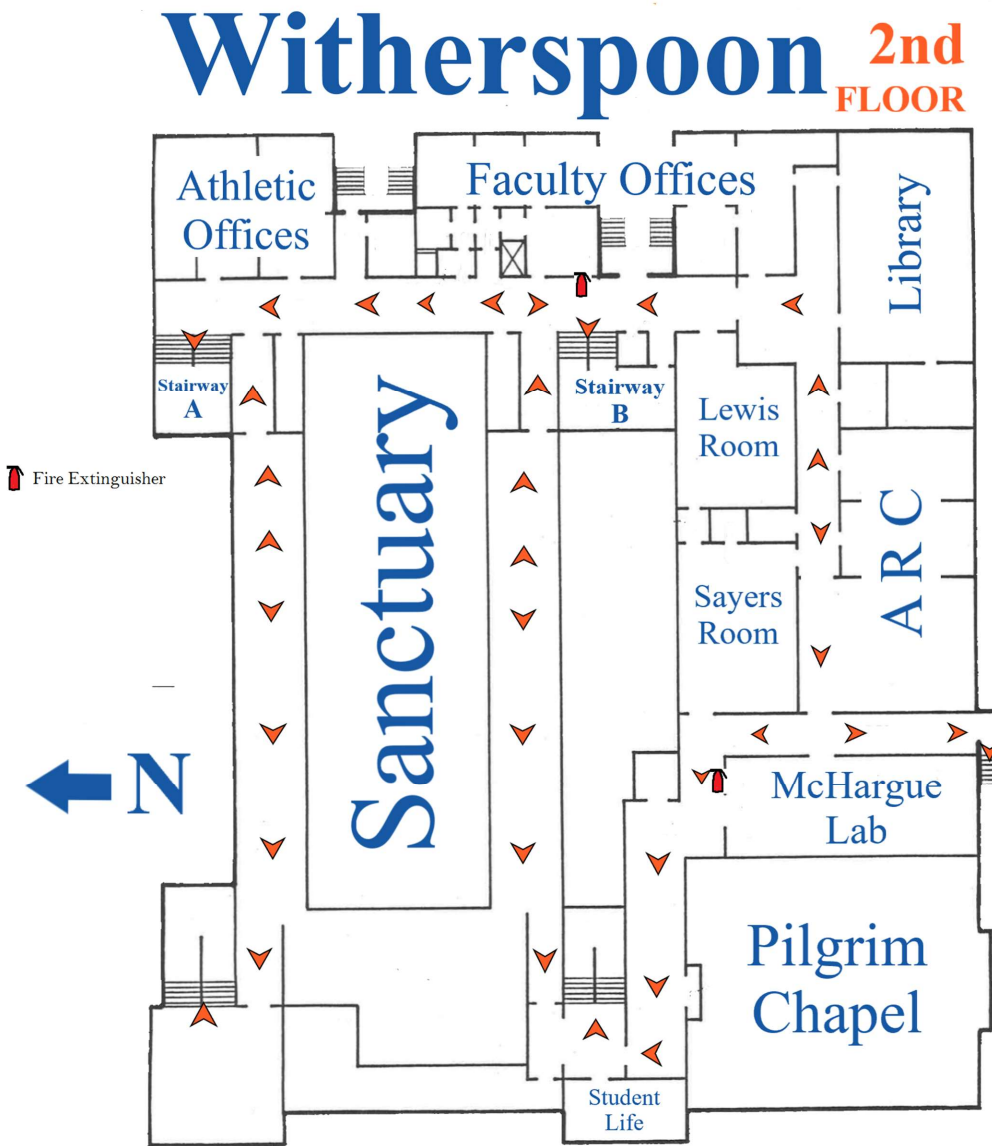
Head west on E Walnut toward N Los Robles Ave
LEFT onto N Fair Oaks Ave
RIGHT onto W California Blvd
LEFT onto Drexel Pl

Witherspoon Maps

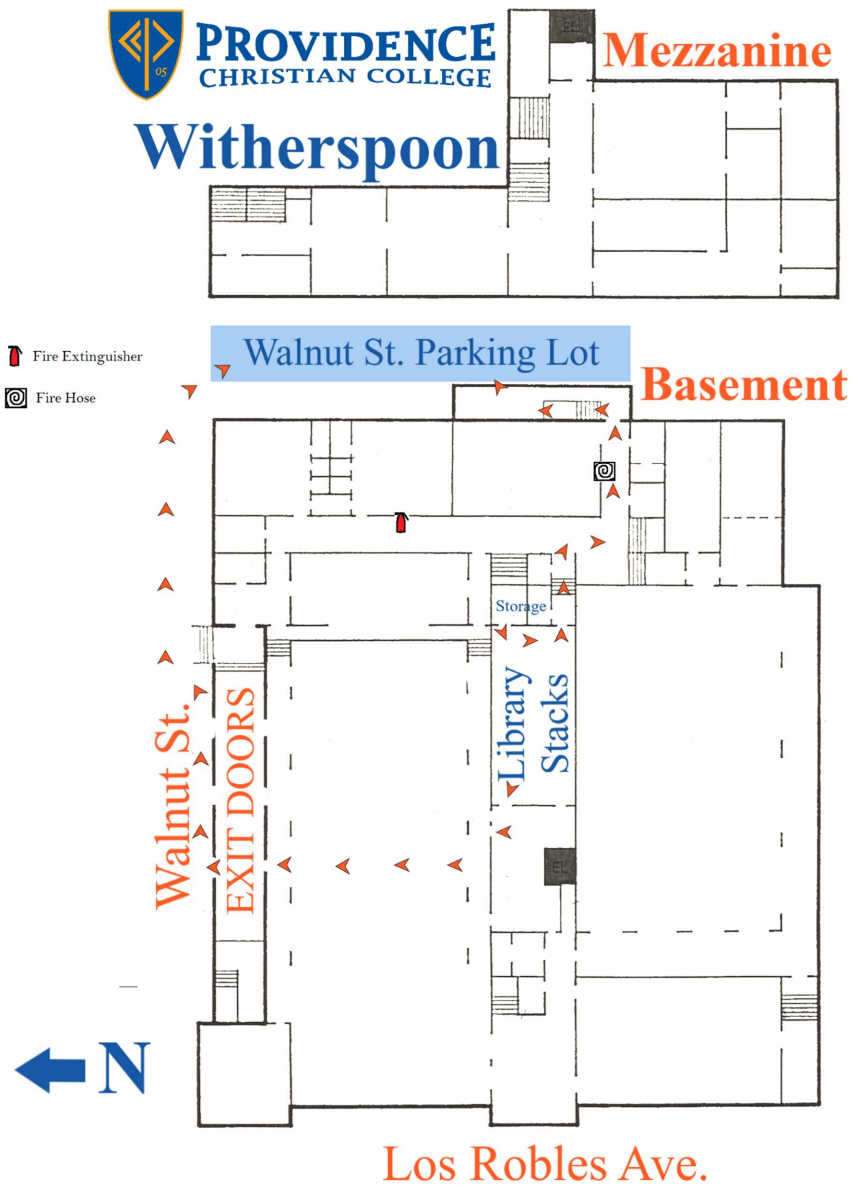
First Floor



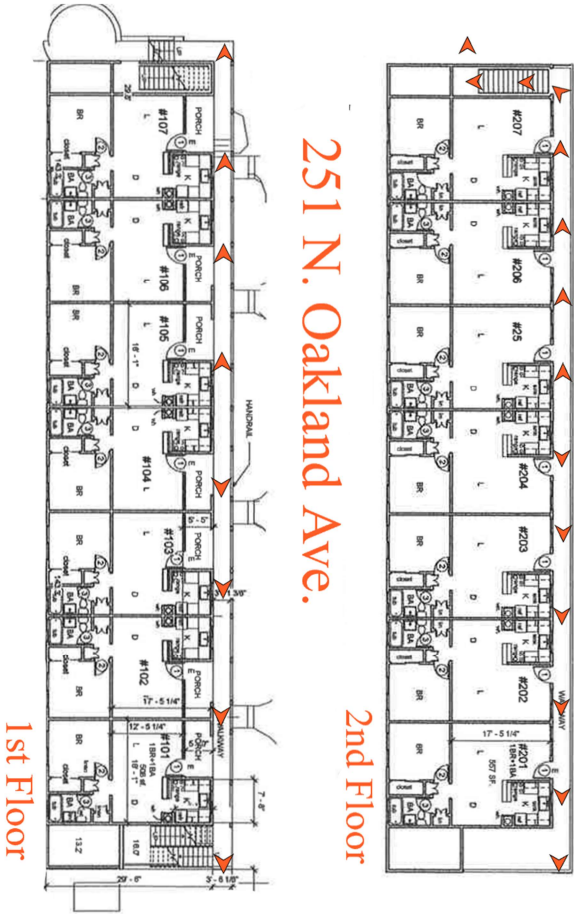
Second Floor



Basement



Evacuate to Corson Lot



Oakland Ave.

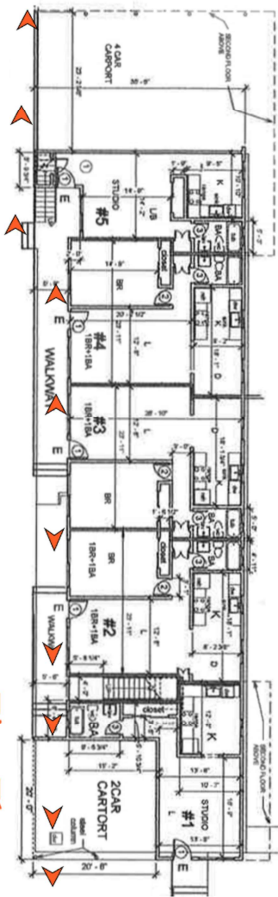


 PROVIDENCE
CHRISTIAN COLLEGE



2nd Floor

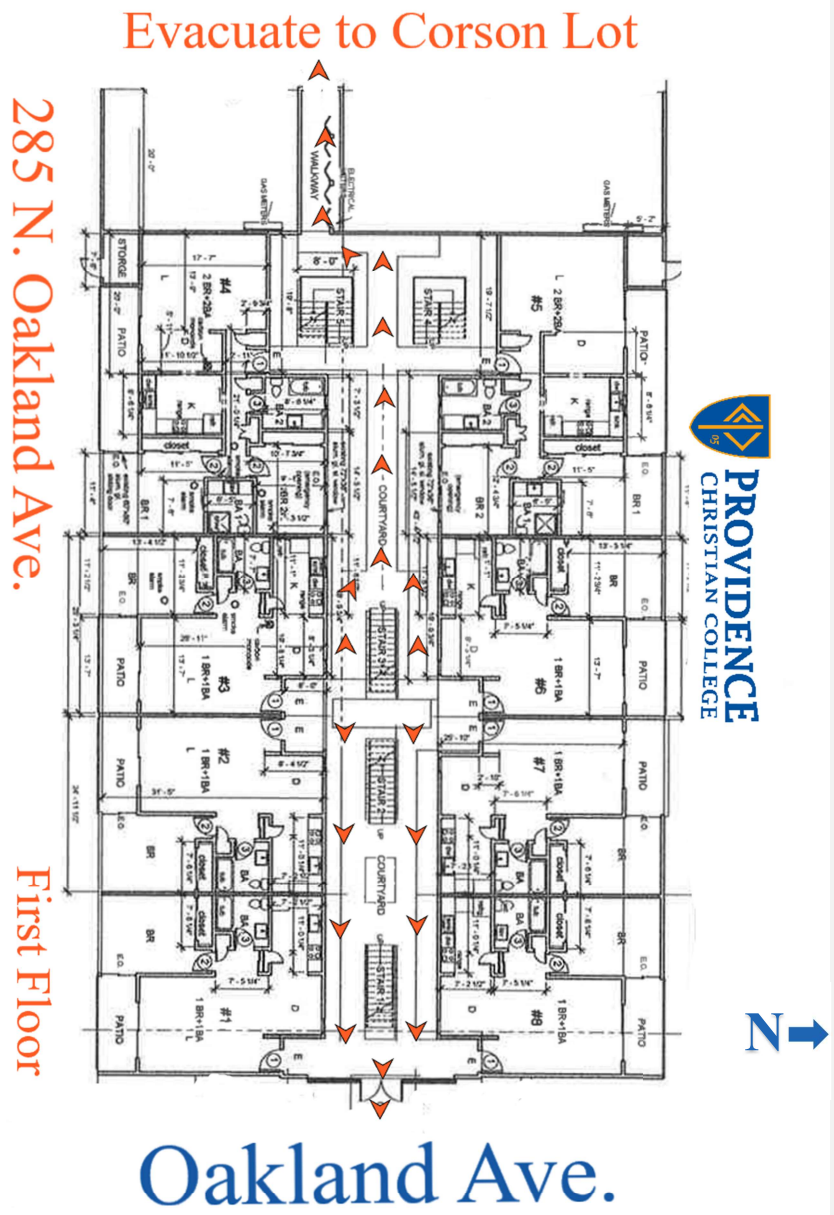
275 N. Oakland Ave.

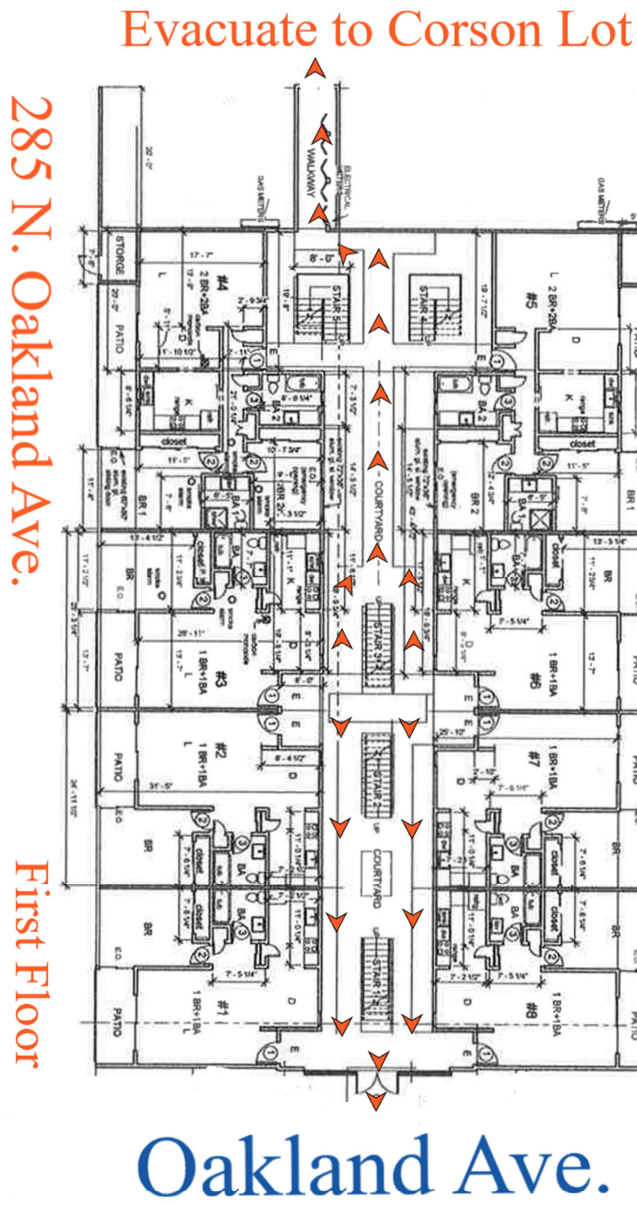


First Floor

Evacuate to the Corson Parking Lot

Oakland Ave.

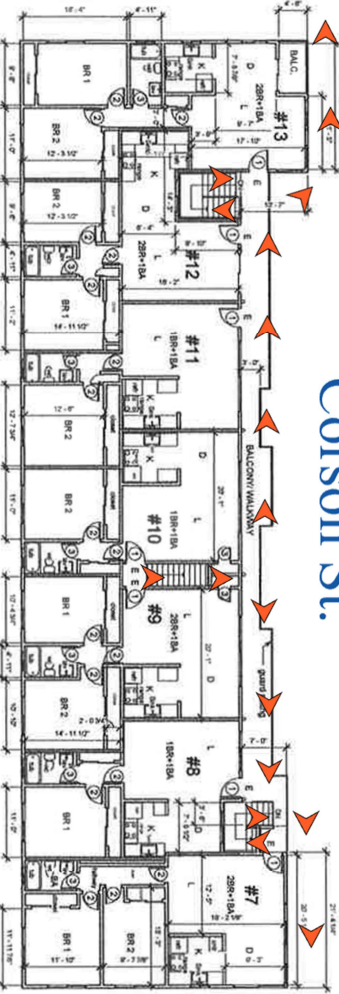




Corson
Parking Lot



303 N. Oakland Ave. Second Floor



Corson St.

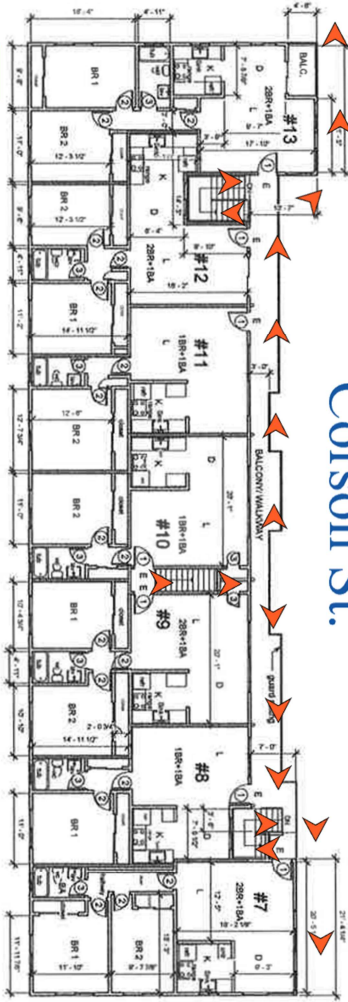
Oakland Ave.



Corson
Parking Lot



303 N. Oakland Ave. Second Floor



Corson St.

Oakland Ave.

