



Public Safety

ALL CAMPUSES (650) 738-7000

**For an emergency requiring the
police or fire department, dial 9-1-1**

Public Safety and the Classroom

Public Safety Web Site: <https://www.smccd.edu/publicsafety/>

To receive **AlertMe (RAVE)** emergency notifications to your cell phone text:
CAN to **67283** to receive emergency notifications for Cañada College.
SKY to **67283** to receive emergency notifications for Skyline College.
CSM to **67283** to receive emergency notifications for College of San Mateo.

Objectives

- ▶ General overview and purpose of the Public Safety Department
 - ▶ Personnel assigned to Cañada College.
 - ▶ What we do and Why.
 - ▶ Services we offer and collaboration with various departments.
 - ▶ Basic training received to support our role.
- ▶ Provide a birds eye view on how Public Safety can support our campus community.
- ▶ Basic understanding of crisis escalation and de-escalation.
- ▶ Ideas for safety during and after a confrontational situation.

Who we are (@ Cañada)

Public Safety Captain Jason Wendt - Monday - Friday

Day Shift Officers (5am to 3pm)

- ▶ Ulysses Guadamuz
 - ▶ Monday - Thursday
- ▶ Zorie Gomez
 - ▶ Tuesday - Friday
- ▶ Ray Firmeza
 - ▶ Friday - Monday

Swing Shift Officers (2:30pm to 12:30 am)

- ▶ Mike Kuchac
 - ▶ Monday - Thursday
- ▶ Matt Parish
 - ▶ Tuesday - Friday
- ▶ Doug Pickel
 - ▶ Friday - Monday

Public Safety Department Mission

The San Mateo County Community College District Public Safety Department is committed to providing quality service to visitors, students, and staff on our college campuses. In exercising our duties, we will be responsive to all in need regardless of their position in life; respectful of the diversity of our campus communities; solicit public support and involvement in our efforts to promote organizational efficiency without detracting from the overall quality of life of our community college district.

Our Duties

Board Policy 8.13

The District shall maintain a Public Safety Service to provide for the safety and security of persons and facilities under the District's jurisdiction at each District location. The District Public Safety Service is not a police force or a primary law enforcement agency. The Service is assigned responsibility for enforcing parking regulations; protecting persons from injury and property from vandalism, fire, theft and other hazards; and other related duties as determined by the College administration.

Our Duties (cont.)

Administrative Procedure (8.13.1)

It is the responsibility of all employees to immediately report threats, acts of violence or any other behavior which deliberately hurts or harms another person at the College or District to their immediate supervisor and District Public Safety. Such reports will be promptly and thoroughly investigated.

An employee shall immediately report any situation that threatens life or property and demands an immediate response of police, fire or medical personnel by first dialing 911 and then notifying campus Public Safety. (This includes Public Safety Officers)

Annual Security Report

Public Safety Services

- Respond to Alarms
- Emergency Preparedness
- Safety Escort Service
- Campus Evacuations
- Community Policing
- Crisis Response
- Crowd Control
- Liaison with Local Law Enforcement and Fire Department
- Lost & Found
- Maintain and Enforce Public Safety
- Medical Emergencies & First Aid
- Public Relations & Information
- Parking & Traffic Control

Public Safety Partners With

- ▶ Student Services
- ▶ Disability Resources
- ▶ Title IX
- ▶ Workplace Violence
- ▶ Local Law Enforcement
- ▶ Risk Management
- ▶ Facilities
- ▶ Liaison or members of various campus/district committees



Public Safety Officer Training

- ▶ A part of the minimum requirements of a Public Safety Officer is to be a graduate of a California Peace Officer Standards and Training (POST) Academy.
 - ▶ Minimum 664 hours of hands-on / scenario / academic training. (Most in excess of 1000 hours)
 - ▶ Consist of 43 Learning Domains (Check them out - [Regular Basic Course](#))
- ▶ State required training for Public Safety Officers on a college campus.
 - ▶ SB390 (B&P Code [7583.34](#)) - 24hour training course ([SB390](#) syllabus)
- ▶ Various other periodic on/off campus job related training.

Public Safety in a nutshell

A moment for questions....



How we can better partner together

How we can assist you

- ▶ Work together to deescalate
- ▶ Collaboration during times of crisis.
- ▶ Allow us the latitude to exercise control of an escalated situation.
- ▶ We can be a subtle command presence to support you.

How you can assist us

- ▶ Call us prior to an escalation.
- ▶ Calmly provide specific details prior to our assuming control of a situation.
- ▶ Follow our direction once PS has established command
- ▶ Provide constructive feedback after an incident (after nerves have settled).

Signs a Situation is Escalating

(Threat Assessment)

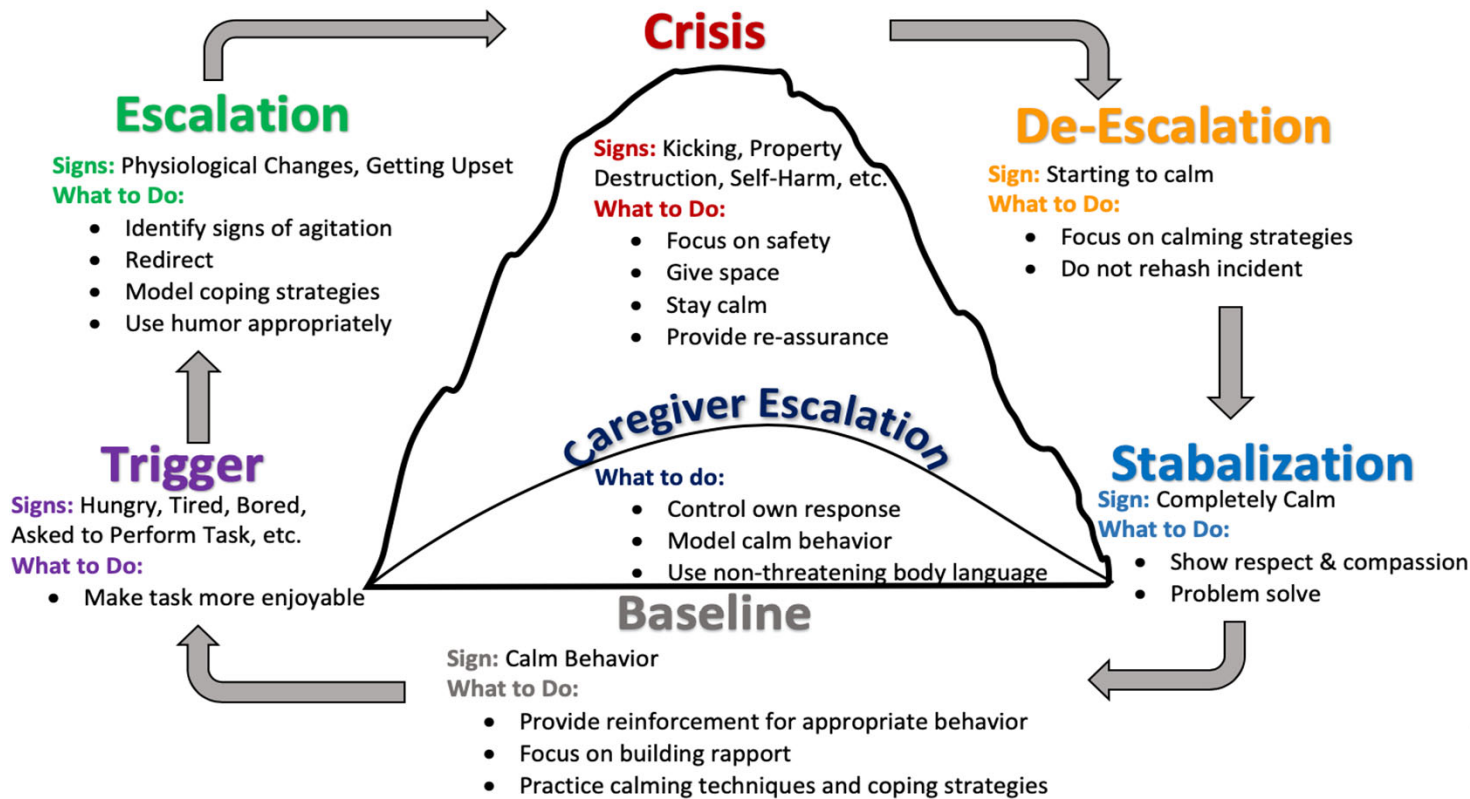
Causes of Aggressive Behavior

- ▶ Loss of personal power
- ▶ Maintain self-esteem
- ▶ Fear
- ▶ Failure
- ▶ Seeking attention
- ▶ Displaced anger
- ▶ Psychological or physiological causes

Signs of Agitation

- ▶ Raised Voice
- ▶ Rapid Speech
- ▶ High Pitched Voice
- ▶ Fidgeting
- ▶ Shaking
- ▶ Balled Fists
- ▶ Erratic Movements
- ▶ Wild Gesturing
- ▶ Pacing
- ▶ Aggressive Posture

Escalation Cycle



Methods of De-escalation

Non-Verbal

- ▶ Control your breathing
- ▶ Control your voice (volume and tone)
- ▶ Control your body language
- ▶ Control your vocabulary
- ▶ Appear calm and self-assured
- ▶ Select an appropriate location
- ▶ Maintain limited eye contact
- ▶ Maintain a neutral facial expression
- ▶ Maintain an alert posture
- ▶ Keep your hands to yourself
- ▶ Speak soothingly

Safety Is Paramount

Have Spatial Awareness

- Be at eye level
- Stay at the same height
- Angle yourself 45 degrees
- Maintain distance
- Keep exit clear
- Always face the person

Verbal

- ▶ Disregard content, focus on calming
- ▶ Use a soft, slow and low tone of voice
- ▶ Do not interrupt
- ▶ Do not get defensive
- ▶ Respond selectively
- ▶ Be honest
- ▶ Empathize with feelings NOT behavior
- ▶ Do not analyze emotions
- ▶ Do not attempt to argue or persuade
- ▶ Identify external controls as institutional
- ▶ Open ended questions/paraphrase

Ending De-Escalation

Situation Becomes Calm

- ▶ When the person has calmed down, you can then begin to address their individual situation in the same patient and professional manner that you have already displayed.

Calm Cannot be Found

- ▶ The person you are working with does not respond to your efforts at de-escalating the situation and you need to end the interaction without exacerbating things or putting yourself or anyone else in harm's way.
- ▶ Trust your instincts. If the de-escalation is not working, **stop**. Close the conversation, and escort the person out. Contact Public Safety if the person refuses to leave.

Final Thoughts

Reasoning with an angry person is not possible. The first and only objective in de-escalation is to reduce the level of agitation so that discussion becomes possible.

De-escalation techniques are inherently abnormal. They go against our natural 'fight or flight' reflexes. To be effective, we must remain calm and centered. We need to be professionally detached. Therefore these skills require practice to become useful.

Thank you for being here

Please ask questions, provide feedback or just let me know if this information was helpful or where it needs improvement.

Contact:

Jason Wendt

Cañada Building 22

Office: 650-306-3445

Email: wendtj@smccd.edu

For emergencies call **911**

For officer response or support call 650-738-7000 (or 7000 from a district phone)



Text **CAN** to **67283**
to receive emergency notifications for CAÑADA COLLAGE



Text **SKY** to **67283**
to receive emergency notifications for SKYLINE COLLAGE



Text **CSM** to **67283**
to receive emergency notifications for COLLAGE OF SAN MATEO

Public Safety is Here to Help



Thank you!