

# College of San Mateo – Safety Committee

May 14, 2026 2-3 pm

Building 18 Room 206

## Attendees

Name	Representation/Position	In Attendance
Gerardo Ramirez	Vice President of Administrative Services (Chair)	Y
Brian Tupper	SMCCCD Director of Public Safety (Non-voting member)	N
Rob Dean	Public Safety Captain	N
Dr. Jennifer Yang	College Physician - Health Services	Y
Ben'Zara Minkin	Emergency Preparedness Manager	Y
Robert Gutierrez	Facilities Operations Manager	Y
Megan Pham	Representative of the College of San Mateo Athletic Center	N
Justin Stevick	Classified Representative At-Large (CSEA)	Y
Christy Baird	Faculty At-Large (AFT)	Y
Thuc Nguyen	Classified Representative At-Large (CSEA)	N
Joseph Puckett	Classified Representative At-Large (AFSCME)	N
Thiri Thu	Student Representative	N
Johnny Leon	Personal Counselor	Y

## Support Staff/Ex Officio

Name	Representation/Position	In Attendance
Vince Garcia	Emergency Management Coordinator	Y
Michele Rudovsky	Facilities Operations Manager	N
Renee Liang	Detail Executive Assistant to VP of Administrative Services	Y

## Guests

Name	Representation/Position	In Attendance
Daman Grewal	Chief Technology Officer	Y
Krystal Duncan	Title IX Officer / Dean of Counseling	Y
Rene Wong	Director of Community Relations & Marketing	Y

Action Items	Lead Responsible	Due Date
Provide an update on timeline for new LHMP (Local Hazard Mitigation Plan) and plan for communicating with SMCCCD	Ben'Zara Minkin	6/11/26
Request status and effectiveness of B36 ventilation system with Michele Rudovsky, Facilities team.	Gerardo Ramirez and Robert Gutierrez	4/09/26 6/11/26
Provide the status/approval of the SOP for training/simulation policy	Ben'Zara Minkin	6/11/26
Provide implementation timeline and communication updates regarding Zoom Phones conversion following Board approval.	Daman Grewal	Summer 26
Bring discussion regarding crisis response protocols and co-response model recommendations to District Safety Committee.	Gerardo Ramirez	6/11/26
Schedule a cross-departmental meeting between CSM Personal Counseling and Public Safety to define roles, share the crisis/urgent protocol, and clarify scope of care.	Krystal Duncan and Jim Vangele	6/11/26
Explore scheduling a Critical Incident Stress Debriefing resource or training for first responders and campus response staff, leveraging county and adjunct faculty connections	Gerardo Ramirez and Ben'Zara Minkin	6/11/26
Share updated personal counseling protocol defining crisis vs. urgent response procedures with Public Safety and Wellness Center staff.	Krystal Duncan	6/11/26

**Review Minutes**

Committee reviews and approves April 9, 2026 minutes.

**Membership**

Johnny Leon (Personal Counselor) was officially welcomed as a new member of the Safety Committee.

Rob Dean (Public Safety Captain) is out of the office until June 9, 2026. Jim Vangele, Public Safety Captain from Skyline, will be covering for Rob Dean.

**Review Action Items**

**Zoom Phones Presentation by Daman Grewal**

Daman Grewal (Chief Technology Officer) presented on the planned district-wide transition from the existing Mitel phone system to Zoom Phones.

**Background**

The district adopted Zoom Phones in a hybrid model to support remote users and staff who needed to contact students without sharing personal phone numbers. The hybrid system has worked well. Many California Community Colleges have already transitioned to Zoom Phones. Zoom is a market leader alongside Microsoft and Cisco, and the district is already on the Zoom platform.

## **What Will Change**

Existing Mitel handsets will be updated to work on the Zoom network — physical desk phones can be retained for 2–3 more years. Staff will also have a Zoom Phone tab added to their Zoom application on laptops and mobile devices, enabling calls, voicemail-to-text, and texting through their existing extension number — without sharing personal phone numbers. Voicemails will transcribe to email, consistent with the current system.

## **Safety and Emergency Implications**

Concern raised: When Skyline lost power and network connectivity, Public Safety could not be reached district-wide. How does Zoom Phones address this?

Response (Daman Grewal): The plan for this summer is to ensure a backup generator is available and operational at all campuses to maintain Wi-Fi and cloud phone service throughout any extended outage.

- Zoom Phones operate on the cloud — as long as internet connectivity exists (via Wi-Fi or cellular), phones will work. If the network goes down entirely, the system would be unavailable until generator power is restored.
- E911 mapping will be implemented, so calls to 911 from a Zoom Phone will indicate the building and floor, enabling accurate dispatch.
- Smart classrooms with Zoom Room licenses will also have Zoom Phone access, enabling faculty to call for help from the classroom even without a cell signal.
- Future phase: Wall-mounted wireless phones will be deployed in areas with no cell signal (hallways, dead zones), plugging into Wi-Fi with no low-voltage connection required.
- Public Safety officers could be assigned wireless extension phones to carry across campus, improving communication beyond radios.
- Rave Alert emergency notifications can be sent to office extensions (which can receive texts) in addition to cell phones, expanding the reach of emergency communications.
- The committee noted that Zoom's multi-party call capacity could support building captain coordination during emergencies, similar to a radio system but with greater capacity for multiple listeners.

## **Next Steps**

- The proposal is scheduled to go to the Board of Trustees on May 20, 2026 for approval.
- Upon Board approval, implementation timelines will be communicated to each campus, and trainings will be rolled out.
- Full district-wide rollout is anticipated over the coming months.

## **Crisis Co-Response Model – Discussion with Krystal Duncan and Personal Counseling**

Krystal Duncan (Title IX Officer / Dean of Counseling) and Johnny Leon (Personal Counselor) led a discussion on improving the campus response to mental health crises. This topic was first brought to the committee in November and was revisited due to a recent critical incident at the Athletic Center.

## **Current State and Identified Gaps**

Public Safety serves as the primary first responder for all campus emergencies. Personal counselors and Health Services are sometimes called in an ad hoc manner, without a standardized protocol for when or how to engage them. Some Public Safety officers were

unaware of the county's MCRT (Mobile Crisis Response Team), which is a key resource for mental health crises. Johnny Leon distributed MCRT brochures at this meeting.

Personal counselors at CSM are licensed professionals with an on-call protocol. However, they are not a crisis response team and have not been trained in crisis response in the same way as county emergency services. There is no standardized definition distinguishing "urgent" from "crisis" situations across departments, leading to inconsistent expectations about who responds to what. Personal counselors have developed a protocol defining crisis vs. urgent situations and outlining how to engage them appropriately. This document will be shared with Public Safety and other stakeholders.

Summer availability note: Personal Counseling will be available Monday–Thursday for a 6-week session (June 8, 2026 – July 18, 2026). Summer session students, staff, athletes, and others on campus during 7-week and 8-week courses may need to be directed to county resources outside those hours.

### **Proposed Co-Response Framework**

- First response (crisis/life-threatening): 911, 988, and/or county MCRT. These county resources are trained for crisis response and should be the first call.
- Second tier (urgent, non-life-threatening): Personal Counseling, via the Wellness Center — typical response within the hour. Public Safety should contact the Wellness Center (not individual counselors directly) to request support.
- Third tier (recovery/follow-up): Personal Counselors go into classrooms, provide follow-up support, open office hours, and coordinate with EAP (Employee Assistance Program) for staff.

Adjunct faculty who are active first responders (fire, law enforcement) may have Critical Incident Stress Debriefing training through their departments. Christy Baird suggested these faculty be invited to participate in future campus debriefs and training.

### **Recommended Next Steps**

The committee agreed that any formalized protocol should be developed at the district level (as a Standard Operating Procedure tied to Administrative Procedure and Board Policy), with CSM-specific addendums where appropriate, to ensure consistency across all three campuses.

### **Future Agenda Item Topics**

- B36 ventilation/HVAC status update (Robert Gutierrez / Michele Rudovsky)
- LHMP update (Ben'Zara Minkin)
- Rising suicide rates / Mental health co-response protocol / Crisis Action Team
- Legal Update from County Representative – weapons, threats, CA PC §422.3 (Update from Rob Dean to arrange)
- SOP for training/simulation policy update (Ben'Zara Minkin)
- Zoom Phones implementation Update (Daman Grewal)
- Standardized emergency response procedures and responder support resources (Krystal Duncan and Public Safety Team)

## **Appendix A – Personal Counseling References**

**CSM’s Personal Counseling Services are closed from 5/22 to 6/7, and 7/17 to 8/16/26 during the summer. We are open with limited availability Monday through Thursday during the 6-week summer session from 6/8/26 to 7/16/26.**

If you would like to schedule a personal counseling appointment for the summer session or fall semester, please contact the Wellness Center at (650) 574-6396 or email [csmpersonalcounseling@smccd.edu](mailto:csmpersonalcounseling@smccd.edu). Please do not call or email us if you need urgent support, as our response may be delayed.

We offer TimelyCare, a free 24/7 on-demand emotional support service available to all students. Visit [San Mateo Community College District—TimelyCare](#) to register. You can talk with a counselor virtually, any time, at no cost.

Additional free mental health resources:

- Crisis Hotline: English: (650) 579-0350, Spanish: (888) 628-9454
- Crisis Text Line: Text HOME to 741741
- Life Line: call or text 988
- Soluna: Free mental health support app

**San Mateo County Mobile Crisis Response Team Website:**

<https://www.telecarecorp.com/san-mateo-county-mcrt>