UCSF
COMMUNITY SAFETY: CAMPUS PROGRESS REPORT AS OF JUNE 30, 2022

GUIDANCE FOR COMPLETION

This cumulative progress report includes all campus actions in the community safety plan listed by number. For campus actions covered by the prior December 31, 2021 progress report, we invite you to include detail in this document as appropriate (cut and paste is fine), with any updates on implementation activity since last report. We encourage you to provide concise and specific information and to convey what is helpful. If you have encountered issues or challenges in implementing any actions, include detail along with plans to address. Final reports will be published on the public-facing community safety website.

Campus Name: University of California San Francisco

UPDATE ON ACTIONS

Provide updates on progress:

#	Action	Expected Milestone Date	Milestone Met? Y/N	Implementation detail / description of action taken
1.1	Current and future campus-based task forces or working groups focused on campus safety will include broad representation of the full UC community, including historically marginalized communities.	9/30/21	Y	UCSF will comply with this action for all future task forces and working groups. The UCSF Safety Task Force concluded its charge in September 2021 and was retired. The current Police Community Advisory Board (PCAB) started in 2015 and meets quarterly. This board, chaired by the Senior Vice Chancellor of Finance and Administration, facilitates and enhances communication between the UCSF Police Department and the greater UCSF Community. The PCAB works collaboratively on issues involving safety and security, to create shared learning environments where officers and members of the UCSF community interact and learn together. This year it has been renamed to the "UCSF Community Safety Board" to more accurately describe its' charge, and the Senior Vice Chancellor will be adding representation from the full UCSF community, including marginalized communities. The community members will be confirmed in August 2022 and will serve a 2-year term.

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1.2	A community-led process will be established that involves faculty, students and staff to define and advise on the specific strategies and approach in the tiered response model.	9/30/21	Y	See guideline 2, tiered response model.
1.3	The history of policing, and the variety of views including maintaining, defunding or abolishing police departments, and making space for those ideas and solutions, will be shared and considered by campus leadership.	9/30/21	Y	UCSF Chancellor and senior leaders are listening to faculty, learners, and staff, and have met with the UCSF Black Caucus to seek their guidance on this topic. Vice Chancellor of Diversity and Outreach Renee Navarro leads UCSF's Anti-Racism Initiative, partnering with leaders across the campus and UCSF Health. Our Anti-Racism efforts are focused on seven major areas of work, which comprise the seven pillars of the initiative: A Safe and Welcoming Climate, Anti-Racism Knowledge Gaps, Equity in Decision-Making, Diversity in Leadership, Equity in Patient Care, A Commitment to the Bay Area and Equity in Research. Since June 2020, UCSF continues to host Town Halls for the UCSF community on how to dismantle systematic racism. In July 2020, Chancellor Hawgood charged the Safety Task Force to "recommend ways to ensure that UCSF's policing and security protocols serve our community without discrimination, bias, or unnecessary use of force, and create a safe and welcoming environment for all."
1.4	All personnel in the whole systems framework referred to in Guideline 2 will be trained on inclusive and respectful service for their interactions with the campus community.	6/30/22	No, delayed, but will be by 12/31/22	• All sworn personnel and all security personnel will be trained on Customer Service skills through Disney Institute of Training. Training to be completed by 12/31/22. • Code CARE Teams are currently being trained in verbal de-escalation skills, anti-racism (Healers at the Gate with GLIDE) and trauma informed care training.

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1.5	Except in urgent or emerging crises where it poses a safety risk, all campus safety service providers will proactively provide their name, contact information, reason for stop or call response, and prior to the conclusion of their contact, will confirm how feedback can be sent.	12/31/21	Y	• UCSF PD actively provides name, contact information and reason for all stops and responses. • UCSF PD has created a printed contact card and the template has been approved. Estimated timeline for roll out of printed card will completed by 9/1/22. The card will be handed out starting 8/1 and there is training for all staff to complete. General orders will be updated. Contact Cards will be created for all sworn and security personnel. Contact Cards will be provided at the end of each transaction not initially documented in Computer Aided Dispatch system to allow for immediate feedback.
1.6	The campus community will be surveyed periodically on their experiences with campus safety personnel and services. The data will be utilized to inform future training and other actions, and shall be shared with the campus community publicly.	3/31/22	Y	The UCSF community is surveyed periodically by UCSF PD. The customer satisfaction survey is distributed on a quarterly basis to all individuals connected with UCPD case reports. Results are posted under the UC Community Safety Plan Dashboard "UCSF PD Customer Satisfaction Survey Summary" https://police.ucsf.edu/crime-prevention-statistics/uc-community-safety-plan-dashboard and https://ucsf.app.box.com/s/o53qve43hg147eq3d17g1vatrps8e31x Quarterly reports are reviewed by Command Staff, and corrective action is taken as necessary.

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1.7	Campuses will adopt real-time feedback platforms to allow for community members to comment on interactions with safety personnel; feedback will drive continuous improvement.	6/30/22	Y	The Spidr Customer Service Survey has been implemented and is automatically generated to be sent to customer after an interaction with UCSF PD. Data is reviewed by Command daily with immediate response for investigation when needed. Corrective actions are taken immediately for any negative responses. A monthly report is shared with Chief Mike Denson and Senior Vice Chancellor Erin Gore. Customer Communications Digest: This customer service report is generated monthly. All customers who call into Dispatch are provided with a survey. The survey link is sent to the customer immediately after the incident is cleared in CAD (Computer Aided Dispatch) system. On average, incidents are cleared within 40 minutes from the time the customer called. Command Staff receives survey responses daily via email and corrective action is taken as necessary.
1.8	Each campus will develop and implement procedures and guidelines for the UC community, including students, faculty and staff, to serve in an advisory capacity in the interview process of UC police department and other campus safety personnel.	12/31/21	Y	• Since 2017, UCSF Police department has been in compliance with this guideline with the creation of the Police Community Advisory Board (PCAB). In this board, there is one representative from every UCSF division/department/school, including student representation and neighborhood groups. • PCAB members serve in an advisory capacity in the interview process for every sworn Police Officer interview. • In 2021, UCSF PD began soliciting community input and interview involvement for security personnel hires. • This aspect is one of many which earned UCSF Police Department the Gold Standard in CALEA accreditation. • UCSF Police Department is in compliance with this guideline, per the following General Orders: o 03.19.01 – Recruitment Assistance o 03.27.01 – Oral Interviews

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1.9	Evaluation criteria for candidates in hiring and promotional decisions for campus safety roles will include behaviors consistent with the University's principles of community and their commitment to integrity, excellence, accountability and respect.	9/30/21	Y	• UCSF Human Resources' Talent Acquisition is involved in the creation of interview questions and works to increase diversity in the candidacy pool.
				• The UCSF Office of Diversity and Outreach trains interview panels on Diversity Equity Inclusion and Accessibility (DEIA) prior to interviews.
				• All sworn panels including but not limited to entry level, lateral, promotional panels, captain's testing, lieutenant's 3 stage assessment center, and sergeant's testing include questions on DEIA and require a thorough background examination in compliance with POST dimensions.
				• Applicants complete a diversity statement created by UCSF HR
				• UCSF PD performs community-member outreach for involvement in interview committees through the Police and Community Advisory Board (PCAB).
				• For behavioral traits evaluated in the selection process, please see POST's 10 Dimensions.
				• UCSF Police Dept is always in compliance with this guideline, per the following General Orders:
				  • 03.17.01 - General Recruitment Information
				  • 03.17.02 - Recruitment Program
				  • 03.17.05 - Recruitment Manager Training
				  • 03.17.06 - Involvement of Agency and Minority Personnel
				  • 03.37.03 - Promotion Procedures

1.10	Continuing the standard background check conducted, the University will not hire officers or any campus safety personnel with any sustained findings of misconduct related to moral turpitude, sexual harassment, bias, discrimination, or any other finding determined to be	9/30/21	Y	UCSF PD has not and will not hire any officers or safety personnel with the findings listed in guideline 1.10. **Sworn and Dispatch Personnel and Other Sensitive Positions:** UCSF background process adheres to the Police Officers and Standards Training (POST) mandates under California Code of Regulations (CCR) Title 11, Division 2 to determine suitability and eligibility for peace

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	inconsistent with the University's principles and values, or who resigned while under investigation.			officer employment. Per 11 CCR § 1953 "Every police officer candidates shall be the subject of a thorough background investigation to verify good moral character and the absence of past behavior indicative of unsuitability to perform the duties of a peace officer [Government Code section 1031(d)]". To include Integrity, Impulse Control/Attention to Safety, Substance Abuse and Other Risk-Taking Behavior, Stress Tolerance, Confronting and Overcoming Problems, Obstacles, and Adversity, Conscientiousness, Interpersonal Skills, Decision-Making and Judgment, Learning Ability, and Communication Skills. For lateral candidates from other police agencies, a complete check of their work history is performed to ensure POST and University standards are adhered to. Additionally, there are several areas in the background investigation to assist in determining if candidate is consistent with University's principles and values to include criminal record checks (Local, State and National) via DOJ fingerprint submission and local police department agency inquires; inquiries to where candidates has lived via neighborhood checks, worked, or frequently visited; Department of Motor Vehicle check, employment history checks, military checks, credit checks and other necessary checks needed to determine suitability and morale character. Peace officers also undergo a psychological evaluation from a POST certified psychologist. Per 11 CCR § 1953 "every peace officer candidate shall be evaluated to determine if the candidate is free from any emotional or mental condition, including bias against race or ethnicity, gender, nationality, religion, disability, or sexual orientation, that might adversely affect the exercise of the powers of a peace officer [Government Code section 1031(f)], and to otherwise ensure that the candidate is capable of withstanding the psychological demands of the position". Public Safety Dispatchers background check and psychological evaluation is similar to that of peace officers and follow mandates

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				under California Code of Regulations (CCR) Title 11, Division 2 to determine suitability and eligibility for public safety dispatcher employment. Per 11 CCR § 1959 "every public safety dispatcher candidate shall be the subject of a thorough background investigation in order to verify the absence of past behavior indicative of unsuitability to perform public safety dispatcher duties". Other sensitive positions go through a comprehensive background check following POST mandate but do not necessarily need to go through a psychological evaluation. **Other Campus Safety Personnel** For all others, such as Public Safety Ambassadors, the UCSF PD adhere to UCSF Campus Administrative Policies critical position background checks (policy 150-18) and UCSF PD Department policy for pre-employment background investigation (PD policy 3.26.1). This includes pre-employment questionnaire, criminal record checks (Local, State and National) via DOJ fingerprint submission, credit check, personal or business reference interviews, employment verification. A complete background and fingerprint result is then reviewed by a division manager to determine if there were any disqualifications or past misconduct that would be inconsistent with the Universities principles and values.
1.11	Sworn and unsworn safety personnel must receive high-quality and regular training in verbal de-escalation and non-violent crisis intervention; lawful use of force; cultural competency and diversity; anti-racism, eliminating homophobia and transphobia; the potential for biased policing and responses to certain offenses such as domestic violence, sexual violence and hate crimes. Safety personnel will also be	6/30/22	Y	1. Verbal de-escalation and non-violent crisis intervention: a. Security and safety personnel: • Select Public Safety Ambassadors have been trained as trainers for nonviolent crisis intervention courses, including verbal de-escalation. All campus security personnel will be trained by 12/31/23. • Health Security Officers are all required to complete Nonviolent Crisis Intervention courses to satisfy Joint Commission Accreditation.

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	trained on employee personal wellness. Training on diversity, anti-bias and sex crimes should be conducted in consultation with campus Diversity, Equity and Inclusion (DEI) offices and Title IX offices, respectively.			b. Sworn CALEA Standard requirement: De-escalation course for sworn officers required annually. Defensive Tactics annual required training recently expanded with additional scenarios for de-escalation, including non-criminal barricaded subject scenario. 2. Lawful use of force: a. Security and safety personnel • Public Safety Ambassadors (campus only) are not provided with use of force training. • Health Security Officers are required to complete de-escalation training which includes a hands-on component. b. Sworn Police Officers Standards and Training requirement: • Defensive Tactics, Less Lethal and Firearms training required annually in compliance with AB392 – Peace Officers Use of Force Standards. 3. Cultural competency and diversity; anti-racism, eliminating homophobia and transphobia; the potential for biased policing and responses to certain offenses such as domestic violence, sexual violence and hate crimes. a. All Police Department personnel • UCSF Foundations of Diversity, Equity and Inclusion Course training is required upon hiring. This course will introduce learners to foundational concepts of diversity, equity and inclusion and why diversity is important to our PRIDE Principles. • UC Sexual Violence and Sexual Harassment Prevention Training required Annually. It provides information on preventing and responding to sexual violence and sexual harassment and what each of us can do to make our UC culture safer for all.

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				• Law Enforcement Diversity and Cultural Competency course to be provided to annually, and will include topics such as racism, LGBTq+ awareness, and implicit bias.
				b. Sworn Police Officer Standards and Training (POST) requirements
				    • Domestic Violence Update required biennially
				    • Bias and Racial Profiling training required annually
				    • Tactical Communication training required biennially
				4. Employee personal wellness: Wellness program and initiatives to be implemented by 12/31/22.

1.13	Campus safety personnel will continue to participate in campus special events, meet with faculty, students and staff groups, share crime prevention and self-defense expertise, and more, to build open lines of communication, engagement and understanding.	9/30/21	Y	UCSF PD offers the following events and information resources: • Free Self Defense webinars and in person instruction (note: in person events are paused due to COVID-19 and local restrictions. UCSF PD moved trainings to virtual, allowing many more individuals to participate, including community members). • Verbal Judo/De-escalation training • Active Shooter/Threat scenario from Rangemaster • Safety Presentation and Crime Prevention tips from Crime Analyst • Next Steps as a Survivor from CARE Advocate • RAD Self Defense classes: Basic Physical Defense, Aerosol Defense, Self Defense for Men, Self Defense for Seniors, Domestic Violence • Citizen's Police Academy • Coffee with a Cop: Monthly meet-and-greets with the Police Chief and command Staff, offering open lines of communication, free coffee at rotating locations. The UCSF police officers and security personnel assigned to those locations are also present to meet the communities and buildings they serve.

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				- Holiday events: Toys for Tots at both Benioff Children's Hospitals, with gifts delivered by police officers, security personnel, and retired officers. UCSF Child Care Centers Book Reading with officers each holiday season; badge stickers and toys are also distributed. - Charity events: One Warm Coat drive in April. CORA Community Overcoming Relationship Abuse diaper drive and wish list fulfillment. - Police information booth at UCSF Farmers' Market weekly - Community events: CHP's San Francisco First Responder Bicycle Safety Rodeo and Car Seat Safety event, Denim Day, SF Pride Parade, Healers at the Gate training, SF Dogpatch neighborhood cleanup, Tour de Fuzz annual bicycle ride, SFPD and SF Sheriff Coffee with a Cop - Mutual aid assistance: Wildfire rescues, UC Regents Meetings, UC Berkeley football games - Safety Presentations to Housing and new residents - Active Shooter/Threat presentations - Security Assessments by UCSF crime analyst - LGBT engagement and Welcome Back to School activities with LGBT Center The UCSF Police Department promotes crime prevention and safety by: - Maintaining a community governance, community-oriented policing, and problem-solving program. - Performing security assessments to the work and home environment as needed, and/or requested.

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				• Including safety tips/crime prevention tips on all crime alerts. • Participation in UCSF Threat Management Team • Participation in UCSF Town Hall events • Annual participation in National Night Out The UCSF Police Department participates regularly in the following meetings with community stakeholders, including but not limited to: • Title IX case updates • Threat management team • UC Regents Meeting Community Stakeholders meeting • UCPAC - IACLEA 10 campus workgroup • UCSF Finance and Administrative Services DEIA/AR Steering Committee meeting • UCSF Finance and Administrative Services Leadership meeting • UCSF Chancellor's Executive Team meeting • Code Care Team meetings • UCSF Benioff Children's Hospital Oakland daily leadership operations safety brief • Emergency Department Health Workgroup
2.1	In consultation with the community, campuses will develop implementation plans to create and sustain a holistic tiered response service portfolio that achieves the goals of Guideline 2. These plans must contain the following elements: i. Define roles and responsibilities for all functions in the holistic, inclusive, tiered response service portfolio, including but not	3/31/22		See end of this document (page 17) for UCSF Tiered Response Plan

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	limited to sworn police officers, dispatchers, crisis response team members, non-sworn public safety officers or ambassadors, mental health and social service providers, CARE advocates, and other related positions. ii. Provide a staffing and budget plan describing how the campus will reconfigure and/or reallocate existing resources to fund and sustain the tiered response model. The reconfiguration plan should include, but is not limited to, repurposing of sworn officer positions or FTE to other safety, wellness or social service roles, and re-distribution of campus operating budgets. As necessary, campuses will consult with county offices to coordinate training, response and continuity of care for mental health services, including 24/7 response teams. iii. Describe how the campus will organize and govern the tiered response model within a whole- systems infrastructure across functional units such as Student Affairs, UCPD, Student Health Centers, Title IX offices and CARE advocates, Diversity, Equity and Inclusion offices, and other campus support services providers.			

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2.2	Each campus will pause hiring of campus safety personnel until the plan described in 2.1 has been submitted. Exceptions to the pause, based on meeting basic safety needs, must be approved by the Chancellor.	10/31/21	Y	UCSF PD paused hiring for campus safety personnel on October 31, 2021. During this pause in hiring, a select number of personnel were hired by the UCSF Police department to meet basic safety needs and these exceptional approval hires were approved by Chancellor Hawgood: • 1 Captain • 3 Lieutenants • 1 Sergeant (not yet hired, position still recruiting) • 2 Officers • 20 Public Safety Ambassadors (8 hired to date, 12 open positions)
2.3	Campuses will follow established University and campus guidance on protest response, role of police, observers or monitors, and use of mutual aid and communicate those standards to the community so that they have shared expectations.	9/30/21	Y	The UCSF Police Department complies with federal laws, state laws and local laws in response to any protests and is committed to the exercise of free speech as protected by the First Amendment and to upholding the Constitutional rights and freedoms of all people while meeting the responsibilities to maintain a safe and secure campus environment. In addition, UCSF follows protest response guidelines, established by the California Commission on Peace Officer Standards and Training (POST), University of California Office of the President (UCOP) and UCSF campus related to any protest as documented in a police operations order. Police operations orders are shared in writing with the Chancellor and Senior Vice Chancellor for Finance and Administrative Services and Campus Counsel in advance of each major planned protest. The sharing of information ensures collaboration, communication and common expectations prior to each planned event response. The Chief of Police notifies and coordinates with the Chancellor and his Executive Team regarding the police operations plan, expected level of conflict and disturbance from demonstrations and use-of-force protocol in advance of each significant event. The Chancellor and his Executive

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				Team, including the Chief of Police, evaluates the likelihood of civil disobedience and tolerability of disruptions of university business and offers response guidelines. The Chancellor or designee is otherwise available by cell phone as needed to problem-solve with the Chief of Police. Civilian observers are used at major protests, including volunteer student observers and/or staff as appropriate to the event. Observers are briefed, wear identification, are escorted/protected during the protests and document their observations following each event. The civilian observers are situated at the Incident Command Post (ICP) to have overall awareness of the situation. UCSF Police officers have trained with mutual-aid partners, which include the San Francisco Police Department, San Francisco Sheriff's Office and UC campus police departments, to ensure coordination of tactics and procedures. All UCSF police officers have been trained in arrest procedures as related to the University of California Office of the President tiered response and employ these procedures during demonstrations. This policy, Expressive Activities Held on UCSF Property, Policy Number 050-27, is posted on the UCSF website at the link below and was reviewed last on February 19, 2020: https://policies.ucsf.edu/policy/050-27 UCSF PD currently adheres to this guideline: 01.08.01 – Mutual Aid Agreements: https://public.powerdms.com/UCSF/tree/documents/265103 10.01.10 – Regents Meeting: https://public.powerdms.com/UCSF/tree/documents/265762 10.01.13 – Observer Program: https://public.powerdms.com/UCSF/tree/documents/265784

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2.4	In consultation with Campus Counsel, Student Affairs, and County District Attorneys, campuses will develop ways to use community-based solutions, such as restorative justice programs or neighborhood courts for the adjudication of nonviolent and low-level crimes committed, as an alternative to the traditional criminal justice system. *(Adjusted from 9/30/21. To provide greater clarity on expectations, the UC Office of the President has asked campuses to work with district attorneys and other stakeholders to assess the feasibility of community-based solutions and complete a report)*	3/31/22	Y	UCSF is currently working in collaboration with San Francisco Office of the District Attorney to post community court on-site at UCSF Mission Bay and UCSF Parnassus campuses. These courts will be held as allowed by the schedule of the Office of the District Attorney and will be facilitated using the Restorative Justice framework. Note: There has been some delay in progress due to the recall in the office of the District Attorney.
3.1	Campuses will post these categories of safety data annually: • Crimes Data (Part I and Part II) • Use of Force • Campus Safety Workforce Summary, including demographics • Campus Safety Fiscal Year Budget • Stops (Racial and Identity Profiling Act of 2015 (RIPA) compliant as required by California Law) • Complaint data and resolution (consistent with California Department of Justice requirement) • Calls for service	12/31/21	Y	UCSF PD has this information posted here: https://police.ucsf.edu/crime-prevention-statistics/uc-community-safety-plan-dashboard • Crimes Data (Part I and Part II): UCSF Master UC Crime Data • Use of Force: UCSF Use of Force • Campus Safety Workforce Summary, including demographics: UCSF Police • Workforce Report • Campus Safety Fiscal Year Budget: UCSF Police Budget • Stops (Racial and Identity Profiling Act of 2015 (RIPA): UCSF RIPA Data • Complaint data and resolution: UCSF Complaint Data • Calls for service: UCSF CFS-CAD Data

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				1. The Racial and Identity Profiling Act (RIPA) was created as part of AB 953 (Weber, 2016) and establishes requirements for stops data reporting. See: oag.ca.gov/ab953 2. The California Department of Justice collects Civilians' Complaints Against Peace Officers (CCAPO) data through statutory authority of PC Section 13012(a)(5). See: openjustice.doj.ca.gov/data-stories/civilians-complaints
4.1a	Each campus, modeling the UC Davis Police Accountability Board's procedures and policies as minimum standards, will establish an independent, civilian campus police accountability body and procedures to review investigation reports regarding complaints filed against UCPD. The accountability body will include students, faculty and staff. To avoid conflict of interest and ensure the independence of the accountability body, no member or alternate can be a current or former campus police department employee, or a current employee of campus counsel or the investigation unit. This body will provide recommendations to the Chancellor and Chief of Police to ensure that complaints regarding UCPD policies and the conduct of UCPD personnel are resolved in a fair, thorough, reasonable and expeditious manner. These bodies will solicit public input and conduct community outreach.	6/30/22		UCSF has established the UCSF Independent Accountability Body to enhance accountability of the UCSF Police Department. The charge for this body includes: • Review independent investigations into civilian complaints of alleged police misconduct • Review UCSF PD policies and procedures • Submit advisory recommendations to Chief of Police, Chancellor and Senior Vice Chancellor Finance and Administration Membership: The group shall be comprised of 7 members who broadly represent the diversity of the UCSF community: • 2 trainees; • 1 faculty member; • 1 campus staff member; • 2 UCSF Health members (can be faculty or staff); and • Chair: J. Renee Navarro, PharmD, MD, Vice Chancellor and Chief Diversity and Outreach Officer The following entities may submit nominations for membership: • Academic Senate • Graduate and Professional Students' Association (GPSA) • Staff Assemblies

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				• UCSF Health • Council on Campus Climate, Culture and Inclusion (4CI) All committees appointed by the Chancellor, like this one, shall comprise 50% women, nonbinary and gender nonconforming individuals, and underrepresented minorities (URM)
4.1b	Members of the campus accountability body will be trained on how to comply with procedural, statutory and confidentiality requirements and must be able to commit to consistent service within any given appointment period and to serve impartially.	6/30/22	N	UCSF will utilize the UC Davis training model for the members of the campus accountability body. The training will take place after the orientation and first meeting of the campus accountability body. There will also be refreshed training ahead of any investigation that occurs.
4.2a	Campuses will determine a complaint processing and investigation unit that is independent of the campus police department and that is trained in the legal, statutory, policy and confidentially requirements of these investigations. Investigators shall have access to records and information deemed relevant to the investigation of the complaint. The investigator will deliver confidential investigation reports that protect the identities of individuals involved to the police accountability body for independent review. The investigation and investigation report should be completed within ninety (90) days of being assigned to an investigator, unless for cause and authorized.	6/30/22		UCSF will enter into a Memorandum of Understanding (MOU) with UC Davis independent investigation unit to process UCSF PD complaints and investigations. UC Davis has 8 years of experience with civilian oversight and this will promote consistency of practices across system. • Investigations will be completed by UC Davis University Investigators, with administrative support from the UC Davis Investigations Analyst. • Interviews follow the procedural requirements of the Peace Officer Bill of Rights (POBR) • Documents are collected from parties, witnesses, and the relevant police agency. • The Investigative team summarizes documents as needed to provide transparency and meet the confidentiality standards of the charging campus. • Draft investigation report would be provided to administrative liaison for review

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	Campuses will determine the appropriate offices to coordinate and staff the accountability body. The police accountability body will be staffed by UC employees who are organizationally independent of the police department. The campus police department will not lead the investigation of complaints brought before the accountability body or staff the accountability body.			• Final reports are thorough and neutral and follow the procedural requirements of the charging campus.
4.2b	For campuses that do not have an independent office with the expertise to review complaints filed against police officers, the campus will develop a process to provide independent investigative services and reports for campus accountability bodies. The investigation and investigation report should be completed within ninety (90) days of being assigned to an investigator, unless for cause and authorized.	6/30/22		n/a
4.4	Each campus police department not currently accredited must begin candidacy for International Association of Campus Law Enforcement Administrators (IACLEA) accreditation.	12/31/21	Y	The UCSF Police Department is currently dual accredited by CALEA and IACLEA. UCSF achieved CALEA gold standard and are accredited with IACLEA for the period of July 16, 2021 through July 16, 2025. • 01.02.02 - Organizational Divisions/Responsibilities https://public.powerdms.com/UCSF/tree/documents/10154 • 03.34.05 - Accreditation Training https://public.powerdms.com/UCSF/tree/documents/268215
4.5	As accreditation is a process that consists of multiple steps and actions, campuses should begin on-site assessment by	12/31/23	Y	Completed.

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	accreditors within 36 months of starting their self-assessment and policy alignment with accreditation standards.			

Guideline 2: Holistic, Inclusive and Tiered Response Services

The UC San Francisco Community Safety Plan, covering both campus and medical center, is a tiered response of services striving to meet community needs in a way that people feel safe, welcome, respected, and protected. UCSF is increasing the use of evidence-backed de-escalation measures that can help defuse situations without the need for police intervention. Safety is defined in its broadest terms, and includes mental health, wellness, basic needs, and bias/hate response, as well as other services. Across UCSF, multidisciplinary teams triage behavioral health crises, conduct wellness checks, and safely connect individuals to coordinated care, including health and social support resources.

Motivated by the national conversation on policing and race in 2020, UCSF charged a Campus Safety Task Force diverse panel to look at how it can create a safe campus environment for all by ensuring its policing and security protocols serve the community without discrimination, bias, or unnecessary use of force. The committee made recommendations on how UCSF can improve its policies and practices to ensure they are unbiased, just, and fair-minded for all faculty, staff, learners, patients, and visitors. This initial report represents the first phase of an ongoing priority for UCSF. Over the last two years, UCSF has taken a holistic view of all services that contribute to people's safety – wellness, mental health, de-escalation, security, and policing. This work is a critical component of the broader UCSF Anti-Racism Initiative, led by Vice Chancellor Renee Navarro, to examine institutional and individual biases and take actions to dismantle systemic racism across UCSF's mission areas of education, research, and care delivery and within our community engagement.

Since 2020, UCSF has modified the tiers of safety personnel response to be in line with UC Community Safety Guideline 2.1: Holistic, Inclusive and Tiered Response Services, by transforming the security division for both campus and health with changes in uniform, title, and duties as listed above. Security Guards are now Protective Safety Officers (PSOs) and are assigned to the UCSF medical centers only. Intermixed into this tiered response is a planned partnership involving mental health professionals to respond to mental health calls both with and without police officers in our UCSF Health facilities.

Below is the UCSF update as of 3/31/2022 to the UC Community Safety Plan under Guideline 2.1: In consultation with the community (see 1.2 above), campuses will develop implementation plans to create and sustain a holistic tiered response service portfolio that achieves the goals of Guideline 2. These plans must contain the following elements:

Define roles and responsibilities for all functions in the holistic, inclusive, tiered response service portfolio, including but not limited to sworn police officers, dispatchers, crisis response team members, non-sworn public safety officers or ambassadors, mental health and social service providers, CARE advocates, and other related positions.

Public Safety Ambassadors (Campus): Public Safety Ambassadors (PSAs) are full-time unarmed civilian employees of the UCSF Police Department who provide a tiered public safety response. PSAs wear a business uniform with a blazer and identification labeling them as 'Public Safety Ambassador.' Under the general supervision of a Public Safety Supervisor, PSAs provide a highly visible security presence in designated public entrances to support community safety, monitor and control entry to restricted areas, inspect areas to help prevent accidents and other hazards, and protect and guard University property. PSAs also monitor security cameras, alarms, and access control. Access control across USCF has been standardized and enhanced by the requirement of UCSF employees to always wear their badges visibly. This provides a consistent technology-driven experience to all employees. The duties and responsibilities of the PSA are to monitor lobby areas and closed-circuit television of their assigned buildings. The PSA controls access into the buildings of all authorized staff, students, and visitors. Vendors, deliveries, and visitors check in with the PSA at the security desk and obtain a visitor sticker to enter a building. The PSAs will also provide information, directions and answer any questions as requested from the UCSF community. The PSA will report any building issues to UCSF Facilities customer service through a work order and notify the PSA Supervisor.

The single point of entry and badge readers allow the PSA to have better control of ingress into the building. The badge readers at the point of entry are an opportunity to enhance security and avoid situations in which specific people are unfairly singled out to check identification under the previous practice was asking people to show their UCSF identification if it was not visible.

The single point of entry and badge readers has freed up personnel from other fixed post entry points within the building to be utilized elsewhere. This has allowed the department to redeploy resources so PSAs can rove in teams to provide broader coverage and be more proactive and visible in their patrols. PSAs work together with the UCSF population to build a safer, more inclusive community. PSAs also respond to non-emergency calls for service such as misdialed elevator calls, lost and found, and lockouts. The department also utilizes technology to streamline operations. We've deployed the mobile software TrackTik, which helps improve in-house operations by measuring security performance with real-time data insights that identify incidents and track officer activity. TrackTik uses Near-field communication (NFC) that communicates with the mobile device when the PSA is within range and records the data. TrackTik mobile-based application introduces efficiency and transparency into our security operations based on data analytics to demonstrate the added value delivered to the University.

Public Safety Ambassador Supervisors (Campus): Public Safety Ambassador Supervisors (PSSs) are full-time unarmed civilian employees of the UCSF Police Department who provide supervision to PSAs. PSSs wear a blazer style uniform with identification as 'Public Safety Ambassador.' Under the general supervision of a Security Manager, PSSs provide ensure the daily goals and overall mission of the police department and university are achieved. PSAs and PSSs receive additional training by completing First Aid/CPR/AED certification, UC Managing Implicit Bias Series, Crisis Prevention Institute (CPI) de-escalation certification, Six Sigma White Belt certification, and the International Association for Healthcare Security and Safety (IAHSS) certification. The PSS will supervisor a team of PSAs and conduct daily briefings at the beginning of each shift. The supervisor is responsible for employee staffing and maintaining the schedule for 24/7 coverage at certain buildings and locations. The PSS will conduct site visits and inspections at each of the posts and buildings to evaluate performance of the PSA and will be responsible for writing annual evaluations for their subordinates. The

PSS will work with managers to create operational orders for public safety services requests for staffing of special details, traffic control, UC Regents, and other special events.

Protective Safety Officers (PSO) (Health): Health SPSOs protect and guard University medical centers and clinics, support community safety, monitor and control entry to restricted areas, respond to calls for service, within the medical center facility and surrounding areas, that do not need the response of an armed Police Officer, and inspect areas to help prevent accidents and other hazards. PSOs wear a white uniform shirt, with an embroidered logo displaying "Public Safety Officer", a black uniform pant, black shoes and a black "Tuffy" style jacket for assignments in outdoor environments.

We outline in more detail below the de-escalation techniques and the inclusion of all hospital staff to support patient needs, using uniformed officers only when required. At the medical center, PSOs carry on the same mission statement as the campus PSAs, providing a safe and inclusive environment for all students, staff, faculty, patients, and visitors pursuant to The Joint Commission's Hospital Accreditation Standards for Environment of Care (EC) and Life Safety standards (e.g. EC.01.01.01), OSHA, Cal OSHA Title 8 - Section 3342, Medicare Medicaid Services (CMS), California Department of Public Health, U.S. Department of Education Jeanne Clery Act, and California Health & Safety Code 1257.7.

Public Safety Officers provide building access control by validating identity of all patrons entering UCSF hospital premises including but not limited to patients, students, faculty, staff, vendors, delivery personnel, contractors and UCSF affiliates and prohibit entry of unauthorized personnel. PSOs are in the forefront to safeguard University property and conduct rounds on foot in assigned areas to prevent hazards such as fire, theft, accidents and trespass and guard against security and rule infractions and other irregularities. Public Safety Officers provide foot and vehicle escorts to the parking lot as requested; check doors, windows, and lock to insure they are properly secured during daily rounds; check for breakage, vandalism, and irregularities in the physical plant system, and report any criminal activity to UCSF Police and /or the appropriate authority, as necessary.

Public Safety Officers also have a presence at UCSF approved special events in order provide and maintain a public safety and provide services as needed or required. PSOs maintain a record of all shift activities and irregularities for the Security Officer Supervisor and Security Manager.

Public Safety Officers also monitor building alarm systems (fire, safety, temperature, etc.) and notify the appropriate fire, police, building or specified client authorities in the event of alarm activations and assist police and fire personnel in emergencies as instructed; and perform other duties as assigned.

Public Safety Officer use hands on as a last resort of non-compliance. Public Safety Officers may go hands on and assist hospital personnel with a patient that is combative, or a patient that is aggressive and agitated to a point where they might be a danger to themselves or others. Public Safety Officers will always attempt to de-escalate situations first.

There are two different types of training that Public Safety Officers attend for de-escalation. One is through the Crisis Prevention Institute (CPI) and the other through AVADE, a Workplace Violence Prevention Training. All Public Safety Officers attend recertification training for de-escalation yearly. The division goes through Diversity training as a yearly refresher through the online UC learning center.

Public Safety Ambassador Supervisors (Campus): Protective Safety Officer Supervisors (Health): Protective Safety Officer Supervisors (PSOSs) are full-time unarmed civilian employees of the Police Department who provide supervision to PSOs at UCSF medical center locations. PSOSs wear a white uniform shirt, with an embroidered logo displaying "Public Safety Officer", a black uniform pant, black shoes and a black "Tuffy" style jacket for assignments in outdoor environments.

This uniform helps to distinguish them as Public Safety Officers and not Police Officers. Under the general supervision of a Security Manager, PSOSs ensure the daily goals and overall mission of the police department and university are achieved. PSOs, and PSOSs receive additional training in First Aid/CPR/AED certification, UC Managing Implicit Bias Series, Crisis Prevention Institute (CPI) and AVADE de-escalation certification, Defensive Tactics, BSIS guard card certification, and the International Association for Healthcare Security and Safety (IAHSS) certification.

The Public Safety Officer Supervisor will supervisor a team of Public Safety Officer (PSOs) and conduct daily briefings at the beginning of each shift. The supervisor is responsible for employee staffing and maintaining the schedule for 24/7 coverage at certain buildings and locations. The PSOS will rove at each of the posts and buildings to evaluate performance of the PSOs. The supervisor will be responsible for writing annual evaluations for their subordinates. In addition, the PSOS will work with managers to create operational orders for public safety services requests for staffing of special details, traffic control, UC Regents, and other special events.

UCSF PD uses the software RIMS by Sun Ridge Systems Inc. to track calls for services in a Computer-Aided Dispatch (CAD) system. A CAD system manages information from many other responder systems to optimize the dispatch of UCSF PD personnel. The CAD system allows dispatchers and officers to track and analyze activity. The CAD system also provides information from dispatch center, which includes, but is not limited to, logging on/logging off times of emergency personnel; time stamping of all communications; case numbers for documented reports; assignments of emergency personnel; and incident reports and archives. RIMS also creates a permanent record that allows call-for-service data to analyzed at any time for trends and issues. The data can be used by the department in determining training and safety needs and deploy the appropriate resources at any given time and provides transparency to the community.

The system allows Public Safety Officer Supervisors and Public Safety Ambassador Supervisors to document use-of-force incidents. Due to UCSF's expansive geographical area between Parnassus and Mission Bay campuses, timely sharing of valuable information is critical to the operation. The RIMS CAD system makes it easy to collaborate with team members from both hospitals and allows supervisors to review an accurate log of the incidents and report that occurred throughout the day. RIMS makes collaborating easy, even for managers to approve reports remotely.

Before any call is made to UCPD, the current Crisis Prevention Intervention (CPI) training at UCSF has communicative interaction elements as well as physical, weaponless responses to attacks. About half of nursing supervisors have received the training (work was being undertaken to train all of them pre-COVID; we estimate that this will be complete by 2023) as have security, Department of Emergency Medicine and Department of Psychiatry members. Police have received similar training. There is an 8-hour class in the UCSF Learning Center on the topic taught by two psychiatric nurses –

available since 2011. A recurring gap that was identified is that nursing staff are unsure of who has received the training while on their shift. The response to which is currently being evaluated.

Code CARE is an integral part of the UCSF tiered response model used in the UCSF medical center settings. Code CARE at UCSF Health is a collaborative, 24/7 team specifically trained to assist anyone needing extra support in managing the stress and crisis that can be experienced in the hospital setting.

> **Code CARE:**
> *Consider the facts,*
> *Awareness of our assumptions and perspectives,*
> *Recognize other perspectives, and*
> *Evaluate the best option to move forward*

In 2020, amidst the COVID-19 pandemic, the United States, our organization, our staff, and our patients were faced with the deep implications of the George Floyd murder and other ongoing racial injustices. In addition, several incidents within our own UCSF children's hospitals revealed our need for a broad-based anti-racist approach. This required thinking both locally (in the pediatric division) and collaborating with the larger health system. With the support and direction of senior leaders, Benioff Children's Hospital Oakland created a multidisciplinary team to help establish a new way of working with our patients, families, and one another. From a pilot program started in 2020, Code CARE has grown to encompass an inter-professional team and process that support patients, families, and our clinical team in approaching challenges in a safe, equitable, trauma informed framework, reducing the need for de-escalation and utilization of security and law enforcement. Code CARE ensures the safety of our staff and supports efforts that are grounded in anti-racist philosophy and methodology. These efforts work to ensure partnership among leaders to build our institutional capacity for racial humility and trauma informed approaches to support and safety. In addition, Code CARE collaborates with external partners and resources to help address the needs of populations for whom safety calls are disproportionately made.

UCSF Health is dedicated to creating a trauma-informed, anti-racist process to address and relieve stresses and traumas present for families and patients in our inpatient facility. Through Code CARE we can advance anti-racism in the care of patients, families, and staff. With this training and team of support, we have proven we can reduce security calls and police interventions, define, and prevent increasing levels of escalation, improve patient experience for all patients and families, and improve staff satisfaction after critical events.

Program managers are in place at Benioff Children's Hospital Oakland, Parnassus, and Benioff Children's Hospital San Francisco. Code CARE Teams are currently being trained in verbal de-escalation skills, anti-racism ([Healers at the Gate](#) with GLIDE) and trauma informed care training.

The response framework has four levels, ranging from consult to urgent to immediate to crisis, and an activation sequence that begins with a decision by the bedside care team to call the Nursing Supervisor designated as the initial contact of the de-escalation (termed "SAFE") team. The core team includes the Nursing Supervisor and a Social Worker, and the expanded team includes a member of Spiritual Care services and a Security Supervisor. Additional on-call resources are Psychiatry, Patient Relations, Risk Management, Hospitalists, and a Community Engagement Advisor.

The Code CARE Teams have expanded to include Public Safety Ambassadors and Public Safety Officers working in both Campus and UC Health environments. There are currently three Public Safety Officers and one Public Safety Services Manager who have received the Code CARE Team Training and who volunteer serving breakfast with Healers at the Gate with GLIDE. The two Public Safety Services managers working at UC Health are also Code CARE Team Members waiting to receive more training and opportunities to work with Healers at the Gate. Public Safety Services actively encourages supervisors and officers to be familiar with how Code CARE works and to be involved in the program.

Public Safety Officers have witnessed the necessity and success of the Code CARE Team program on incidents occurring within Parnassus and Benioff Children's Hospital - Mission Bay where patients in crisis were appropriately de-escalated and tense situations were diffused via services and protocols of the Code CARE Teams, prior to Police Department and Public Safety Services arrival.

The Code CARE Teams work effectively with patients, visitors, and family members in need, in conjunction with Police and Public Safety Services. Code CARE Teams respond first and then escalate to including Public Safety Services when necessary. On occasion Police are also called to work in conjunction with the Code CARE Teams and Security Services, when each part of the response determines more resources having access to additional tools is necessary.

Example of Code CARE response:
- Patient barricaded herself in room with a knife and a pair of scissors. Code CARE Team social worker and psychologist were called as a part of the tiered response and de-escalation model. Code CARE was able to defuse the situation without the need for security or police to enter the patient's room. UCSF has changed the response model in the medical centers to comply with Guideline 2.1: Holistic, Inclusive and Tiered Response Services:

    1. Code CARE Team will respond to non-criminal calls
    2. Public Safety Ambassadors will accompany the Code CARE Team, but will not engage, unless called upon by the UCSF medical staff
    3. Police Officers can perform a civil standby, where a police officer stands by to keep the peace in a situation, but will not be involved unless a crime is committed

Threat Management Team (TMT): In 1994, UCSF established a Threat Management Team (TMT) for the Campus and Health. This cross organizational team was established to ensure the safety of faculty, staff, and students by reducing and containing to the extent possible, intimidating, or threatening workplace behaviors. TMT members provide consultation and education on violence risk assessment, threat management, Zero Tolerance, and Violence in the Workplace training. The TMT was instituted in response to an increase of violence in the workplace nationally, and UCSF's commitment to intervene when such incidents may compromise the safety of personnel and students. The Threat Management Team consists of representatives from the Faculty and Staff Assistance Program (FSAP), Campus Labor and Employee Relations (LER), Office of Legal Affairs, Risk Management, and the Police Department. The group is convened to assess situations when a behavior poses a potential threat of harm to UCSF community employees, students, and/or patients. The group representatives provide subject matter expertise on how their department can provide solutions to mitigate future incidents.

Example of TMT responses:

- The Threat Management Team was convened after an attempted sexual assault of an employee. The group convened to formulate strategies to better serve the patient while finding solutions to mitigate risks and future harm to UCSF employees through risk assessment, which includes enhancing physical security. At the conclusion of the meeting, each member had tasks assigned to assist with the overall goal. UCSF Legal Affairs obtained a Workplace Violence Restraining Order (WVRO) for the employee, UCSF Risk Management placed a flag in the patient's chart for violent behavior and assisted with transferring the patient to another clinic better suited for the patient's needs, UCSF Police obtained a Criminal Protection Order (CPO) through the San Francisco District Attorney's Office for the employee.
- The Walgreens Pharmacy Manager on campus received a telephone call from patient who was upset that he did not receive his medication in the mail, shouting profanities at the Walgreens staff. Patient had made similar phone calls to Walgreens in the past, but none have involved threats of harm or violence. During this call, the patient stated, "I'm going to come in thirty minutes, and you better call the police." Patient was later spoken to by UCPD officer onsite. Case forwarded to Investigations as a potential threat management case for their insights to prevent similar incidents in the future.
- UCPD received an email from a UCSF employee, stating a registered nurse had created a hostile work environment after she had gone up to the employee's face and yelled at him. Employees reported that nurse's actions were in violation of the UCSF Professional Code of Conduct. Interviews were conducted with both parties. Report forwarded to Investigations as a possible threat management case to think through ways to deescalate future similar situations.

Street Crisis Response Team (SCRT): The SCRT is San Francisco's first pilot program designed to help people experiencing mental health and substance use crises on the streets from a community health approach. The team launched in November 2020 and provides 24/7 service for the city of San Francisco. Each team includes one community paramedic, one behavioral health clinician (like a psychologist or social worker) and one behavioral health peer specialist (someone whose lived experience may include homelessness and behavioral health needs and who is in recovery). The Street Crisis Response Team works together with other resources to de-escalate, or calm down, crises in the streets. Police will respond in case of a public safety threat, and the team can initiate 5150 psychiatric holds when clinically necessary, but most calls can be safely resolved in the community. The Street Crisis Response Team can link people to services, provide transportation to those services and provide continuous support to their clients with follow-up care coordination. The goal of the San Francisco Street Crisis Response Team is to provide rapid, trauma-informed response to calls for service about people experiencing crisis in public spaces to reduce law enforcement encounters and unnecessary emergency room use and/or jail time.

Faculty and Staff Assistance Program (FSAP): As members of the UCSF Campus and Health community, the Faculty and Staff Assistance Program invites all faculty, staff, residents, postdocs, and clinical fellows to use confidential employee assistance services, which are provided at no cost. FSAP is also led by Dr. Andrew Parker and is staffed by licensed psychologists and postdoctoral trainees who provide confidential psychological counseling to individuals and a wide variety of consultation services to the organization.

CARE Advocate: The CARE Advocate provides free, confidential support to any UCSF affiliate including students, staff, faculty, post docs and researchers who have experienced interpersonal violence such as sexual assault, dating/intimate partner violence, sexual harassment, or stalking.

UCSF Police Emergency Communications Center (ECC): The ECC maintains a 24/7 hotline telephone number to assist the UCSF community in providing UCSF resources and assistance. The 24/7 hotline phone number has been designated as (415) 476-4325 (HEAL). The hotline will serve as the first point of contact for individuals who are seeking help, support, and information for themselves or others. The listing in UCSF Emergency Contact Information page states "Concerned about a student's welfare? Call (415) 476-HEAL, and police services will make a welfare visit."

Public Safety Dispatchers answer the designated line as "UCSF Hotline" and evaluate the situation while obtaining pertinent information and determining the appropriate response or referral of services. If necessary, the Public Safety Dispatcher will send the appropriate resource to conduct a welfare check of the student. It is the goal of the police department to provide UCSF related services to the reporting party which includes but not limited to UCSF Faculty and Staff Assistance Program (FSAP) and UCSF Student Health & Counseling (SHCS).

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Provide a staffing and budget plan describing how the campus will reconfigure and/or reallocate existing resources to fund and sustain the tiered response model. The reconfiguration plan should include, but is not limited to, repurposing of sworn officer positions or FTE to other safety, wellness or social service roles, and re-distribution of campus operating budgets. As necessary, campuses will consult with county offices to coordinate training, response, and continuity of care for mental health services, including 24/7 response teams.

See attached for UCSF Police Department FTE budget by role.

Code CARE Team budget: In FY20, 3.5 full time employees (FTE) were added to UCSF Mission Bay – 2.5 to provide nighttime social work coverage (paid for by the Social Work budget) and 1 for the program manager position (paid for by the Office of the Chief Nursing Officer). In FY21, 4 FTE were added to the Parnassus budget (Office of the Chief Nursing Officer); 1 program manager/lead was hired, and UCSF has been trying to hire 2 more nurse/team members. The strategy for the 4th FTE is still in development. Benioff Children's Hospital Oakland added 1 FTE in FY21 for the program manager/lead.

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Describe how the campus will organize and govern the tiered response model within a whole-systems infrastructure across functional units such as Student Affairs, UCPD, Student Health Centers, Title IX offices and CARE advocates, Diversity, Equity and Inclusion offices, and other campus support services providers.

As UCSF has added additional services and more options for support to our tiered response model in the last two years, we are currently reevaluating how we organize and govern across cross-functional units. Currently, the Police Community Advisory Board (PCAB) facilitates and enhances communication between the Police Department and the greater UCSF community. It has filled a valuable role in community and police engagement over the last few years. The Board works collaboratively on issues involving safety and security to create shared learning environments where officers

and members of the UCSF community interact and learn together. The PCAB meets quarterly and is chaired by the Senior Vice Chancellor of Finance and Administration.

As a part of the UC Community Safety Guidelines, UCSF will be examining how we can benefit from additional input from our community members. We look forward to learning best practices on governance from our fellow UCs and will provide an update by the next quarterly check in in June 2022.

Below are a list of additional partners and collaborators within UCSF:

- **UCSF Office of Diversity and Outreach:** The Office of Diversity and Outreach (ODO) serves as the campus and health system leader in building diversity in all aspects of the UC San Francisco mission through ongoing assessment, development of new programs and building consensus. The ODO collaborates with the four professional schools, the Graduate Division, and UCSF Health, to promote diversity, equity, and inclusion across UCSF.
- **Office for the Prevention of Harassment and Discrimination (OPHD) Title IX:** The Office for the Prevention of Harassment and Discrimination (OPHD) resides within the UCSF Office of Diversity and Outreach and supports the University policy prohibiting discrimination and harassment of any person on the basis of their membership in a protected category.
- **UCSF Office of Legal Affairs:** The UCSF Office of Legal Affairs provides legal advice to the Chancellor, campus and medical centers on applicable laws and regulations, institutional policy, decision-making, and legal problem solving. The campus counsel is a valuable resource in identifying and addressing problems where legal advice is needed. The campus counsel is a member of the UCOP General Counsel's office and services as the principal conduit for engaging legal expertise from members of that office in Oakland. The UCSF Office of Legal Affairs provides legal services including advice, consultation, and coordination on the full range of legal issues affecting the campus and medical centers.

- **UCSF Audit and Advisory Services Investigative Group – (A&AS)** - The UC Whistleblower Policy provides a process for filing and addressing reports of Improper Governmental Activities (IGA). Employees and other people are encouraged to use the reporting procedures in this policy if they have a good faith belief that an IGA has occurred or is continuing to occur. Reports can be filed through the various sources identified in the policy. A&AS is the coordinating office for the whistleblower program to ensure UCSF's effective response to whistleblower complaints. Complaints are received, reviewed, and logged into the UC system-wide whistleblower database, Ethics Point, prior to triage by the Investigations Group (I-Group). Chaired by the Locally Designated Official (LDO), the I-Group comprises representatives from A&AS, Human Resources, the UCSF Police Department, Legal Affairs, Academic Affairs, the Office of Diversity and Outreach, and other areas of the UCSF community. The I-Group determines (1) the need for further investigation of IGAs and (2) the units that will perform it.

- **UCSF Student Health and Counseling Services** - The mission of Student Health and Counseling Services is to optimize the physical and mental health of students in order to help them achieve academic success, personal development, and lifelong wellness.

- **UCSF Health's Safety Office –** The mission of the UCSF Health Safety Office is to promote continuous improvement programs that create and maintain a safe environment of care for UCSF Health workers. UCSF Health is committed to providing a work environment that is free from

harassment, violence, and threats of violence. Violence in the workplace is an occupational health and safety hazard that can cause physical and emotional harm. UCSF instituted a Workplace Violence Prevention Program in accordance with our Zero Tolerance Policy and current regulatory compliance.
UCSF Information Technology (IT) Security - IT Security provides the following services to the UCSF enterprise: Incident Response (IR), Digital Forensics Incident Response (DFIR), Architecture consulting, Policy Management, Risk Management & Compliance, Security Awareness and Outreach, Vulnerability Management, Endpoint Security (including Endpoint Detection & Response, Antivirus, and Encryption), E-Discovery, and investigation assistance.

- **UCSF Risk Management and Insurance Services** - Risk Management and Insurance Services (RMIS) strives to protect the assets and interests of UCSF through assessment of loss exposures, focused prevention efforts and efficient management of insurance and self-insurance policies.

- **UCSF Medical Center Risk Management** - The University of California Medical Center Risk Management has a self-insurance program for medical professional liability called the UC Hospital Medical Professional Liability Program. It provides professional liability coverage to all UC employed health care workers and trainees performing clinical activities consistent with the course and scope of their employment or training program at a UC owned hospital or an affiliated site, such as San Francisco General Hospital.

- **Office of Faculty and Academic Affairs** - The Office of Faculty and Academic Affairs is committed to improving the work life and academic environment by providing support and advocacy for faculty and academic personnel. The Office facilitates the academic appointment and review process; the stewardship review process; reviews, approves, and monitors all academic searches; oversees academic policy development and implementation; and addresses faculty misconduct. The Office also advocates for and supports faculty development and advancement and academic diversity through strategic initiatives, committee work and task forces.

- **UCSF Office of Healthcare Compliance and Privacy** - The objective of the Office of Healthcare Compliance and Privacy (OHCP) is to safeguard public trust by empowering our UCSF community to uphold the highest legal and ethical standards related to healthcare business integrity and privacy protection.

- **Restorative Justice Practices at UCSF (RJ):** Restorative justice practices are based on Indigenous practices of coming together to build and strengthen communities, and these are the traditional practices of justice for some indigenous communities across the world. At UCSF, we are integrating the RJ mindset into efforts focused on strengthening our community proactively by forging trust, building understanding, and creating the foundation for healthy working relationships among and between students, colleagues, faculty, and leadership. The goal is to create a harmonious community where harmful acts are unlikely; but when harm is done, RJ practices can be applied as a response to address the harm, identify individual and community needs, and restore the community. The Restorative Justice Practices program offers a wide application of restorative justice practices, which includes two approaches: 1) a proactive approach to building community and strengthening relationships; and 2) a responsive approach that focuses on addressing the harm, identifying individual and community needs, and restoring the community. The Restorative Justice Practices program, previously only offered to students, is now available to all trainees, faculty, and staff

across the entire UCSF organization. Formerly a unit within Student Academic Affairs, the program is now housed within the overarching Office of the Executive Vice Chancellor and Provost.

- **UCSF Office of the Ombuds:** The Office of the Ombuds serves as a resource for all members of the UCSF community (faculty, non-faculty academics, staff, administrators, students, post-doctoral fellows and other trainees) and offers a safe, confidential place to discuss UCSF-related issues and explore possibilities for informally addressing concerns. The Ombuds will listen; help identify options; make inquiries and make referrals as appropriate; and/or facilitate resolutions in an impartial manner. The Office of the Ombuds supplements and does not replace or substitute formal grievance processes made available by the University. The mission of the Office of the Ombuds it to humanize the experience of working and learning at UCSF by providing a confidential, neutral, informal, and independent problem-solving resource that includes individual consultation, mediation, and group facilitation services to members of the diverse UCSF community predicated on the principles of fairness, equity, and respect.

- **San Francisco District Attorney's Restorative Justice Program:** UCSF Police Department has a dedicated liaison with the San Francisco District Attorney's Office on Restorative Justice programs. Restorative Justice is an approach that focuses on examining who is harmed when a crime has been committed and determining ways to repair the harm. Previous historic approaches to responding to crime have not only resulted in mass incarceration but have also left a lack of accountability or support for survivors of crime. By contrast, Restorative Justice offers a way to promote community safety by focusing on accountability between a person who has caused harm and the people affected by the harm. It also aims to reduce recidivism by addressing the root causes of harm while upholding the dignity of those who have caused harm. This approach also seeks to reduce rather than exacerbate racial inequities.

- **San Francisco District Attorney's office and Neighborhood Court:** Launched in 2012, Neighborhood Courts is an innovative model for keeping low-level justice-involved individuals from entering the criminal justice system. The program is designed to resolve cases efficiently, create community-driven solutions to crime, reduce the congestion in our courts, and reduce recidivism. Non-violent misdemeanor cases that would otherwise be prosecuted are diverted pre-charging by the SFDA into ten Neighborhood Courts across the City (one for each police district), where trained neighborhood volunteers hear the matters, speak with the participants (e.g., justice involved individuals under traditional prosecution) about the harm caused by their actions, and issue "directives" designed to repair the harm and address risk factors. Participation in Neighborhood Court is voluntary – but participants must be willing to take accountability for their actions. Once the participant completes their directives, the case is discharged. Cases that do not resolve in Neighborhood Court are returned to the SFDA for prosecution. The Neighborhood Courts program is a partnership of the SFDA and two community-based organizations: the San Francisco Pretrial Diversion Project and Community Boards. The UCSF Police Department is working with the San Francisco District Attorney's Office to host Neighborhood Court on the Parnassus and Mission Bay campus as a part of commitment to the community and Restorative Justice.

- **Community Justice Center:** UCSF Police Department works with the San Francisco District Attorney to defer some cases to the Community Justice Center (CJC) court system. The Community Justice Center is a collaborative court program in partnership with city agencies and community groups. The CJC represents progressive reform to the current criminal justice system by addressing the primary issues facing the

individual and not just their crime. The CJC includes both a courtroom and social-service center. Social services include drug treatment, mental health programs, support groups, counseling, career development and job training. The CJC refers clients and community members to appropriate services located at the CJC and at other city-partner agencies. The CJC values the immediacy of intervention with the goal of preventing on-going cycles of recidivism while improving the lives of participants and residents in the community.

- **UCSF Citywide:** The Division of Citywide Case Management Programs encompasses 5 Intensive Case Management (ICM) Programs, as well as recovery supporting services, including the Employment, Peer/Milieu, and Substance Use Disorder Treatment Programs. Our ICM Programs treat adults with serious mental illness and co-occurring substance misuse in an outpatient setting, with the goal of supporting recovery and reducing hospitalizations, incarcerations, and houselessness. Multidisciplinary teams of clinicians, psychiatrists/NP, peers, employment staff, and nurses provide a range of services that include individual and group psychotherapy, service brokerage and linkage, medication management, money management and crisis intervention as needed in our milieu setting and out in the community.

Jurisdiction for this report: UCSF's report includes information for all campus and medical center locations. Zuckerberg San Francisco General Hospital (ZSFGH) is not included at this time as it is a partnership with the San Francisco Department of Public Health and the location is under the jurisdiction of the San Francisco County Sherriff's Department.

ZSFGH has a **Behavioral Emergency Response Team (BERT)** program. This team is staffed by the clinical nurse specialist, nurse educators, and charge nurses from the Department of Psychiatry. It was developed in February of 2018 to respond to patient behavioral disruptions in non-psychiatric units with the goal of having specially trained nursing staff to respond to clinical behavioral matters. Code Green/at-risk patient calls should go to San Francisco Sherriff's Department, but BERT may also be called for clinical interventions such as verbal de-escalation and negotiating for patient-safe decision-making. They can assist in giving emergent medications and/or the initiation and application of restraints. BERT rounds twice daily to consult on behaviorally challenging patients.

UCSF Police Department has a Memorandum of Understanding (MOU) with UCSF Benioff Children's Hospital Oakland to provide comprehensive law enforcement to facilities at the main hospital campus located at 744/747 52nd Street and other properties that include the 4th and 5th floor of the South Pavilion at 3100 Summit Street, 5220 and 5275 Claremont Avenue Oakland, and CHORI Campus located at 5700 MLK Jr. Way, Oakland through Patrol Services.

UCSF Benioff Children's Hospital Oakland has also requested enhanced law enforcement services, which include increased law enforcement presence during a visit from a dignitary, celebratory events, or training events at UCSF Benioff Children's Hospital Oakland locations and Emergency or Disaster Law Enforcement Services, which include, increased law enforcement presence in response to a strike, protest, fire, earthquake or other natural or man-made disaster. The need for law enforcement services is due to UCSFPD providing services previously provided to Benioff Children's Hospital Oakland by the Alameda County Sheriff's Department.

NOTE: The San Francisco Veterans Affairs Medical Center is not included at this time as it is an affiliate location of UCSF, and UCSF does not provide security or police services at the location. UCSF Fresno is not included at this time, as the UCSF PD does not provide services at that campus. In 2019, UCSF Fresno received designation as a regional campus defined as: an educational site that is distinct from but operates under the accreditation of the main medical school, and at which students spend one or more years. We have just begun to discuss integrating campus safety and police services at this site.

Provide any other progress updates or comments related to community safety that you would like to share: