

1a. What tiers of safety personnel does the campus and medical center (if present) currently have?

Public Safety Ambassadors (Campus)

Sr. Public Safety Ambassadors (Campus-Hastings)

Public Safety Ambassador Supervisors (Campus)

Protective Safety Officer (Health)

Sr. Protective Safety Officer (Health)

Protective Safety Supervisors (Health)

Sworn Police Officers – City and County of SF / Satellite Locations within assigned scope

Sworn Police Officers – Benioff Children’s Hospital (Oakland)

1b. What are the primary responsibilities/ functions of each tier?

Public Safety Ambassadors (PSAs) are full-time unarmed civilian employees of the Police Department who provide a tiered public safety response at the UC San Francisco Campus. PSAs wear a blazer style uniform clearly displaying ‘public safety ambassador.’ Under the general supervision of a public safety supervisor, PSAs provide a highly visible security presence in designated public entrances in order to protect and guard University property, support community safety, monitor and control entry to restricted areas, and inspect areas to help prevent accidents and other hazards. PSAs also monitor security cameras, alarms, and access control.

Sr. Public Safety Ambassadors (SPSAs) are full-time unarmed civilian employees of the Police Department who provide a tiered public safety response at the UC Hastings Campus. SPSAs wear a blazer style uniform clearly displaying ‘public safety ambassador.’ Under the general supervision of a public safety supervisor, SPSAs provide a highly visible security presence in designated public entrances in order to protect and guard University property, support community safety, monitor and control entry to restricted areas, and inspect areas to help prevent accidents and other hazards. SPSAs also monitor security cameras, alarms, and access control.

Public Safety Ambassador Supervisors (PSSs) are full-time unarmed civilian employees of the Police Department who provide supervision to PSAs and SPSA’s at UCSF and UC Hastings. PSSs wear a blazer style uniform clearly displaying ‘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, SPSAs, and PSSs receive additional training by completing 1st 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.

Sr. Protective Safety Officer (SPSOs) are full-time unarmed civilian employees of the Police Department who provide a tiered public safety response to the UCSF Health Medical Center where an armed police officer is not required. They wear a white uniform shirt, with an embroidered logo clearly displaying “public safety officer”, a black pair of uniform pant, black shoes and a black “Tuffy” style jacket for assignments in outdoor environments. This uniform helps to distinguish them as SPSO’s and not Police Officers.

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.

At the Medical Center, PSOs carry on the same mission statement as the campus, 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.

Protective Safety Supervisors (PSOs) are full-time unarmed civilian employees of the Police Department who provide supervision to PSOs and SPOA's at UCSF medical center locations. PSOs wear a white uniform shirt, with an embroidered logo clearly displaying "public safety officer", a black pair of uniform pant, black shoes and a black "Tuffy" style jacket for assignments in outdoor environments. This uniform helps to distinguish them as SPSO's and not Police Officers. Under the general supervision of a Security Manager, PSOs provide ensure the daily goals and overall mission of the police department and university are achieved.

PSOs, SPSOs, and PSOs 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.

Police Officers (All locations) - Embracing the recommendations of the President's Task Force on 21st Century Policing, UCSF Police Officers are trained to emphasize the systematic use of community engagement, partnerships, and problem solving techniques to proactively address conditions that cultivate crime and social disorder.

While Police Officers provide a uniformed response to emergency calls for service, to protect lives and property, enforce laws, and investigate criminal activity, we recognize that we cannot do it all and UCSF enterprise safety is truly a strategy based on whole systems and a framework of cooperation with the community and other enterprise partners that form a holistic approach whereas policing is driven by the needs and values of the community we serve.

The framework and meaning of the Campus Safety Plan is a tiered response of services across all campus services that ensures community members needs are met, people feel safe, welcomed, respected and protected.

1c. Does the location have preliminary plans on any modifications to the tiers of campus safety personnel or its tiered response model?

Yes, currently our Protective Safety Officers (PSOs) are assigned to the UCSF Medical Centers and clinics only. We are in the midst of a pilot program using PSOs on the main campus as well as using PSAs in the medical center as part of a tiered response model.

Depending on the type of call, the model would start at the first level with a Protective Safety Officer (PSO) or Public Safety Ambassador (PSA) response if the call involves the functions described in the PSO/PSA duties above. The next level of response would be utilizing the final tier, a Police Officer.

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 health and clinic facilities. Additional funding is required for this program so it can be expanded to deal with mental health incidents enterprise wide.

Our overall campus Safety model involves more than just the Police Department in response to campus safety. It includes the following campus partners that play important roles in the campus safety plan and mission.

- Threat Management Team (TMT)- The Threat Management Team (TMT) was established by UCSF in response to concerns about workplace violence and as a means to implement the Zero Tolerance Standard.
- Faculty and Staff Assistance Program (FSAP) - As members of the UCSF Campus and Health community, the Faculty and Staff Assistance Program (FSAP) invites all faculty, staff, residents, postdocs, and clinical fellows to use our confidential employee assistance services, which are provided at no cost. We are staffed by licensed psychologists and postdoctoral trainees who provide confidential, brief psychological counseling to individuals and a wide variety of consultation services to the organization.
- CARE Advocates -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.
- Office for the Prevention of Harassment and Discrimination (OPHD) Title IX - The Office for the Prevention of Harassment and Discrimination (OPHD) supports the University policy prohibiting discrimination and harassment of any person on the basis of their membership in a protected category.
- 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. We collaborate with the four professional schools, the Graduate Division, and the medical centers, to promote diversity, equity, and inclusion across UCSF.
- 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 Labor and Employee Relations (LER) - Labor and Employee Relations (LER) provides comprehensive professional services in the areas of employee relations and labor relations to a wide variety of Campus and Medical Center clients. LER serves not only as a resource to employees, supervisors, and managers but also as UCSF's representative in labor/management interactions. We assist with the resolution of workplace problems, provide assistance in the administration of Human Resources policies and practices, collective bargaining agreements, state and federal law, and

routinely assist in the role of advisor to departments all in partnership with our colleagues throughout Human Resources.

- UCSF Human Resources- Human Resources is committed to leading HR initiatives and partnering with the UCSF community to attract, develop, and retain the diverse talent necessary to be the world's preeminent health sciences innovator. Human Resources provides the full scope of HR services for UCSF employees and managers/supervisors, from strategic consultation to operational support.
- UCSF Campus Life Services Housing - Housing Services at UC San Francisco provides housing and related services to students, postdocs, residents, clinical fellows, faculty, and staff.
- UCSF Audit and Advisory Services (Investigative Group) - The UC Whistleblower Policy provides a process for filing and addressing reports of Improper Governmental Activities (IGA). Employees and other persons 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 and investigating 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 Safety Office is to promote continuous improvement programs that create and maintain a safe environment of care for UCSF Health workers.
- 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 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 homelessness. 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.
- 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.

2a. For each tier, what are the current visual identification standards for personnel? Does the location have policies related to the uniforms or visual identification?

- Public Safety Ambassadors- Dark blue sport coat and pants, white shirt and gold clip on tie. The blazer is embroidered with a Public Safety Ambassador on the left pocket. Black weaved belt to support a clip on radio holder and black shoes.
- Protective Safety Officer – Health or Clinic – White uniform shirt with the Protective Safety Officer embroidered with Public Safety Services and black pants and shoes. Leather weaved belt to hold a radio holder. SPSO Supervisors additionally carry a set of handcuffs.
- Police Officer – Navy Blue uniform shirt and pants (both wool and cotton styles), black or white undershirt, leather equipment belt, duty gun, radio, pepper spray, taser, handcuffs, badge, bullet resistant vest, patches identifying them as a police officer. Body-worn camera. External load bearing vest optional
- Vehicles are clearly marked and distinguished as POLICE cars or for PSAs they are marked PUBLIC SAFETY or UCSF Security

2b. Are there external requirements (e.g. statutory) for visual identification or uniforms of personnel?

The UC Police Department police vehicles adheres to California Code of Regulations Title 13 for color requirements of vehicle markings and color, and lighting for emergency vehicles. Additionally, UCSF PD specifies authorized markings under general order chapter 4 and guided by CALEA Chapter 41.

UCSF Police Department sworn officers adheres to California penal code 830.10 and 2020 SB 480. Additionally, policies under UCSF General Order Chapter 4 specify authorized and required uniforms guided by CALEA Chapter 41.

2c. Are there optional visual identification or uniforms standards for personnel?

All UCSF Police Department personnel must adhere to uniform policies as specified by law, general order, CALEA Standards, IACLEA Standards and/or UC Gold Book mentioned. Which include identifiable police uniform with patches and police badge. Refer to UC Gold Book Chapter 10 &11, UCSF General Order Chapter 4, CALEA chapter 22, 41, 45 and 46

3a. For each tier, what is the current equipment (personnel protective equipment, service firearm, first aid materials, etc.) required for achieving their job responsibilities?

Public Safety Ambassadors (Campus) required equipment: uniform, radio, identification/access card, face coverings or shields, nitrile gloves

Sr. Public Safety Ambassadors (Campus-Hastings) required equipment: uniform, radio, identification / access card, face coverings or shields, nitrile gloves

Public Safety Ambassador Supervisors (Campus) required equipment: uniform, radio, identification / access card, face coverings or shields, nitrile gloves, authorized UCSF Security vehicle

Protective Safety Officer (Health) required equipment: uniform, identification/access cards, nitrile gloves or sharp protection style gloves, face coverings or shields

Sr. Protective Safety Officer (Health) required equipment: uniform, identification/access cards, nitrile gloves or sharp protection style gloves, face coverings or shields

Protective Safety Supervisors (Health) required equipment: uniform, identification/access cards, nitrile gloves or sharp protection style gloves, face coverings or shields, handcuffs

Sworn Police Officers required equipment: Patrol minimum (non-specialized): Police badge, identifiable police uniform (utility or woools), police identification, valid driver's license, name plate, rank insignia, business cards, body camera, handcuffs, handcuff case, handcuff key, duty firearm, firearm holster, ammunition, ammunition magazines, ammunition holder, equipment duty belt, baton ring, wood baton, expandable baton, Oleoresin Capsaicin spray, portable radio, portable radio holder, citation book, Taser, note book, pen, flashlight, keys, footwear, flashlight and protective vest.

3b. Does the location have policies related to the equipment provided to public safety providers?

There security division policies related to equipment provided to Public Safety Ambassadors. The policies for the Protective Safety Officer is being reviewed and updated currently

Equipment for Sworn police officers are governed by policies set forth by law, general order, CALEA Standards, IACLEA Standards and/or UC Gold Book mentioned above.

3c. Beyond what is required for day-to-day job responsibilities, is there optional equipment for personnel?

Public Safety Ambassadors: Foul weather jacket, flashlights

Police Officer (all locations): Optional equipment for Sworn police officers are governed by policies in the UCSF general order, CALEA Standards, IACLEA Standards and/or UC Gold Book mentioned above. Equipment such as whistles, knife, audio recorder, personal firearm compliant with firearm policies, CPR masks, portable radio ear-piece, cold weather wear and watches.

3d. Are there external requirements (e.g. statutory) for equipment used by public safety providers?

Security: All members of the security divisions must have equipment that meets or exceeds the requirements as established by the Occupational Health Office at UCSF, the San Francisco Department of Public Health or the California department of Public Health and Cal OSHA. Currently addressing PPE for protection with the COVID epidemic

Police Officer:

- Police Officers Standards and Training (California Code of Regulations Title 11, Division 2)
 - Article 1, § 1005 – Minimum Standards for Training
 - Article 3, § 1080 – PC 832, Arrest and Firearms Course Requalification, § 1081 – Minimum Content Requirements for Legislatively Mandated Courses
- CALEA Standards
 - Chapter 4 – Use of Force
 - Chapter 33 – Training and Career Development

3e. Do any tiers have non-standard equipment that used in specific situations or events?

- Specialized equipment for situations involving less-lethal incidents or possibly lethal incidents include the 40mm impact round, FN303 Pepper ball delivery system, chemical agents, ballistic shield and the patrol rifle
- First aid kits and AED's for medical emergencies.
- Inclement weather gear
- Traffic control safety vests and traffic collision investigations
- Crowd control tools and public address systems
- Personal Radiological Device
- Crowd control baton
- Riot Helmet

4a. Are there emerging practices of visual identification and uniforms at the location?

Early 2020 our chief re-imagined our Security Officer's role into that of a Public Safety Ambassador. By changing their uniform and stressing customer service we have been able to lessen complaints filed against our security division.

4b. Are there emerging practices of equipment at the location?

Bike / TRYKE Uniforms with required rider safety equipment.
BOLA Wrap systems – hand-held remote restraint device