SOM Protocol Response to Racial and Other Social Political Trauma

Updated: April 2021
Principles

- The purpose of this protocol is to provide a coordinated, comprehensive institutional response to incidents of national racial trauma.

- This protocol will be activated when a regional or national racial or sociopolitical trauma occurs which causes significant stress to students and prevents groups of learners from being able to learn effectively.

- School will provide students with the space needed to process these traumatic events while ensuring that they are able to meet graduation requirements and medical school competencies.

- SET/OME/ACE will review and update these guidelines annually.

*This slide deck template is modified from the Campus-wide Student Death Protocol*
First Point of Contact

- Any Associate Dean Can Initiative the Protocol
- Dean on Call coordinates the response & drafting first paragraph of response.
Guidelines for When to Initiate the Protocol

RSP Initiation: Incidents of High Trauma

- Racial or sociopolitical event makes national news resulting in protest across the country and/or significant trauma to a specific group of learners
  - (George Floyd, Jacob Blake, Capitol Riot, Duante Wright, Atlanta Anti-Asian shooting)
- Racial or sociopolitical event is significant within the Bay area community
  - (Anti-Asian Hate attacks in January and February in San Francisco/Oakland Chinatown)

Communications of Support vs. RSP

- Incidents of trauma are highly publicized and traumatic but:
  1) Take place in specific region of the country that does not lead to significant national protest
  2) does not target a large group of learners or
  3) reflects support of a change in political policy
  (Breonna Taylor ruling, Reproductive Justice Screening, Mass shootings in CO)
Need to activate Student Urgent Response Group…

Any Associate Dean lets Chief of Staff Know to Schedule SURG Meeting

SURG TEAM
Determines if protocol is activated

Deans Notify Campus partners as appropriate…

*alternates for ADS
- Dean on Call
- Director, Student Experience Team

Any Associate
Dean

ADMIN OFFICES
as appropriate…
Financial Aid | Housing | HR
Intl Students & Scholars Office
Registrar | Student Health & Counseling Services

CAMPUS LEADERSHIP
Coordinate w/ ODO, VC-SAA
Dean, Chancellor or University Relations

CAMPUS CRISIS TEAM
coordinates with dean and School Response Team
Assistant Vice Chancellor, Student Life
Director, Student Mental Health
Director, FSAP
Spiritual Care Services, Chaplains
Dean on Call (DOC) Serves as the Primary Coordinator

- UCSF staff or faculty should notify any Associate Dean to activate the Student Urgent Response Group.

- The Dean on Call will coordinate the response:
  - Activate the SURG Team (Student Urgent Response Group).
  - Draft and Review response to response

- Chief of Staff or Special projects Manager will schedule meeting in person or virtually

- SURG will determine if the Protocol for Racial and Other Social Political Trauma (RSPT) should be activated.

- After the initial response has been managed, the Vice Dean will notify the Dean, and any other relevant campus or University authorities as needed.
School of Medicine Student Urgent Response Team

- SURG will comprise people holding the following roles in the School, who will be aware of their responsibility to respond immediately in the event of racial trauma in the continuum of Med Ed:
  - Vice Dean for Education
  - Associate Deans for Students
  - Associate Dean for Medical Education
  - Associate Dean for Curriculum
  - Associate Dean for Assessment
  - Associate Dean for Regional Campuses
  - Executive Director, ACE
  - Director, Student Experience Team
  - Program Manager, Equity and Inclusion
  - Chief of Staff, OME

- SURG will be assembled in person to meet as soon as practical and ideally within 4 hours of notification.
Initiation Timeline

- **First 4 hours:**
  - Convene SURG meeting either in person or via video conference. SURG determines if Racial/Social and Political Trauma protocol should be activated.

- **First 6 hours:**
  - Decide on change in class/exam scheduled (see revised guidelines slide 11 and template communication)
    - Executive Director and Managers of ACE review implementation plan with Deans of Students, Assessment and Curriculum.
    - Draft and send General Dean Leadership Sends Message to Community via Constant Contact
      - Relevant learners (classmates, peer group, lab members, affinity groups)
      - Med Ed Faculty (course/clerkship directors, Coaches) staff, clerkship coordinators
    - Send Associate Dean for GME word document of communication for GME to adjust for their learners.
  - Review 24 hour Communication Grid (next slide) and designate senders as appropriate.
  - Determine if Town Hall or Memorial Required
Initiation Timeline

- First 24 hours:
  - Associate Dean for Assessment provides guidance to Coaches on interacting with students in small groups (if needed)
  - Chief of Staff/Manager, Equity and Inclusion Program Manager reach out to SAA/ODO regarding coordinating SOM Town Hall and/or gatherings with relevant cultural RCOs
### 24 Hour Communication Response Grid

<table>
<thead>
<tr>
<th>Communication</th>
<th>Recipients</th>
<th>Designee</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Announcement that Response has been activated</td>
<td>All Staff, Core MedEd Faculty, Clerkship Coordinators, Elective Coordinators, All Med Ed Staff + SHCS, Student Wellbeing, Care Advocates</td>
<td>OME Communications</td>
</tr>
</tbody>
</table>

If additional specifics are needed, the following deans will respond to their stakeholders. In recent iterations of the protocol, these have **not** been needed….

<table>
<thead>
<tr>
<th>Curriculum Leadership Response outlining specifics</th>
<th>Phase Directors, F1 Element Directors</th>
<th>Associate Dean for Curriculum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clerkship and CL Guidance outlining specifics</td>
<td>Clerkship Directors &amp; SET Advisors</td>
<td>Associate Dean for Curriculum or Designee</td>
</tr>
<tr>
<td>Guidance on Coach interaction with Students</td>
<td>Coaches</td>
<td>Associate Dean for Assessment</td>
</tr>
<tr>
<td>F1 Course Detailed Communication</td>
<td>Students</td>
<td>Course Leaders/Coordinators</td>
</tr>
<tr>
<td>F2 &amp; CL Follow-up Email to Students re: leave of absences</td>
<td>F2 and Career Launch Students</td>
<td>SET Academic Advisors</td>
</tr>
</tbody>
</table>
Post-Protocol Monitoring Timeline

- **Within the week:**
  - Assign dean or other administrator to check-in with the impacted/highest risk learners as appropriate
  - Coordinate SOM town hall/student gathering with SAA/ODO if needed

- **Within the month:**
  - Assessment Manager add institutional response to the agenda of grading committees and Committee on Academic Progress.
  - Associate Dean for Assessment notifies TEE/registrar of any changes to course/clerkship requirements or timeliness
  - F1/F2/CL Academic Advisor follows up with students who have needs beyond the curricular modifications

- **Within Second Month:**
  - Assessment Manager confirms in grading committees and Committee on Academic Progress that students who took time off/had absences recorded are not penalized for these absences
  - Deans report out on institutional response to governance committees and Student Super Group (if needed)
Optional Attendance and Assessment Deadlines

- General Attendance: It is reasonable to not require attendance for up to 7 days after the event, to provide students time and space to process events. [Associate deans will determine guidance for activities that do not have a make-up option]

- If an assessment is pending within 7 days, recommend continuing requirement for assessment but offer the option to complete assessment for up to 30 days for distressed students.

- Pre-Clerkship: In cases of severe trauma, ADC determines if a separate facilitated discussion group is set up for student in distress or if we should make small groups optional. Executive Director, ACE communicates to staff.

- Clinical Students: Clerkship students continue clinical activities in service to their patients unless otherwise arranged with the clerkship director. In episodes of severe trauma (e.g. May 2021 George Floyd, delay didactic sessions).

- Academic advisors provide students who have needs beyond the curricular modifications with additional options including extended deadlines, a shift in requirements, or a make-up plan.
Communication Guidelines For Faculty

- **Do** acknowledge the trauma that has occurred
- **Do** give students space to process and share their views on what is happening/happened
- **Do not** require that all students cover curricular content the first few days following national trauma
- **Do not** use humor to try to alleviate the situation
- **Do** remind students about resources that are available to help them
Community Gathering/Town Hall: Customize According to Needs of Impacted Community

- **Purpose:** Respond to initial shock and immediate reactions; demonstrate institutional awareness of the impact on the community

- **Suggested format:**
  - Reach out to impacted communities to get feedback on what would serve them best (re: format and speakers)
  - Utilize institutional and community experts to provide facilitation
  - Be selective about which faculty should attend and speak, priority is supporting students

**Logistics:**

- Director Student Experience Team designates staff member to work with OME and campus to liaise with students. OME plan/schedules the event so SET can focus on supporting students.
- Include calendar of all related campus events on announcements
- Coordinate with student groups and campus resource centers to prevent overlapping events