



University of California
San Francisco

SOM Protocol Response to Racial and Other Social Political Trauma

Updated: October 2020

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

- Associate Dean for Students
Lee Jones (415) 476-2346

If Not Available Dean on Call:

- Dean on Call (415) 476-1216

Need to activate Student Urgent Response Group...



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

ADS lets Chief of Staff or Associate Dean for Med Ed Know to Schedule SURG Meeting



SURG TEAM

Determines if protocol is activated

Deans Notify Campus partners as appropriate...



ADMIN OFFICES

as appropriate...

Financial Aid | Housing | HR
Intl Students & Scholars Office
Registrar | Student Health & Counseling Services



CAMPUS LEADERSHIP

Chancellor
EVCP
UCOP

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

Associate Dean for Students (ADS) Serves as the Primary Point of Contact

- UCSF staff or faculty should notify the Associate Dean of Students or Dean on Call to activate the Student Urgent Response Group.
- The Associate Dean for Students will immediately:
 - Notify the Vice Dean and Associate Dean for Medical Education.
 - Activate the SURG Team (Student Urgent Response Group).
- SURG will determine if the Protocol for Racial and Other Social Political Trauma (RSPT) should be activated.
- If yes, Chief of Staff or Associate Dean for Med Ed schedule meeting in person or virtually
- 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.

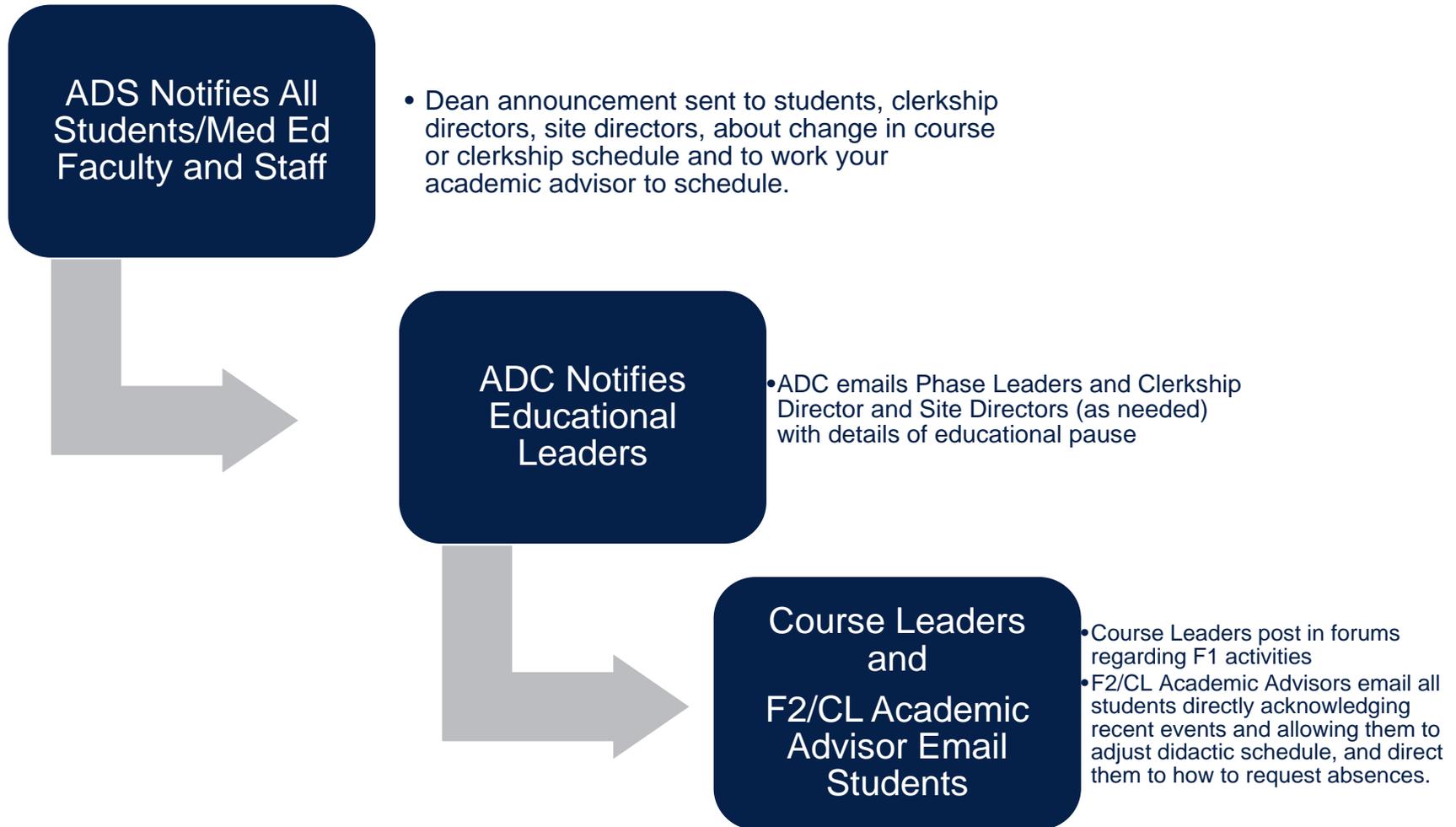
Initiation Timeline

- First 4 hours:
 - Associate Dean for Students/Vice Dean charges Chief of Staff or Associate Dean of MedEd to 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)
 - Executive Director and Managers of ACE review implementation plan with Deans of Students, Assessment and Curriculum.
 - 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
 - Review 24 hour Communication Grid (next slide) and designate senders as appropriate.
 - Determine if Town Hall or Memorial Required
- First 24 hours:
 - Associate Dean for Assessment provides guidance to Coaches on interacting with students
 - Chief of Staff/Manager, Program Equity reach out to SAA/ODO regarding coordinating SOM Town Hall and/or gatherings with relevant cultural RCOs

24 Hour Communication Response Grid

Communication	Recipients	Designee
<u>General Announcement that Response has been activated</u>	All Staff, Core MedEd Faculty, Clerkship Coordinators, Elective Coordinators, All Med Ed Staff + Jeanne Sanford, SHCS, Student Wellbeing, Care Advocates	OME Communications
<u>Curriculum Leadership Response outlining specifics</u>	Phase Directors, F1 Element Directors	Associate Dean for Curriculum
<u>Clerkship and CL Guidance outlining specifics</u>	Clerkship Directors & SET Advisors	Associate Dean for Curriculum or Designee
<u>Guidance on Coach interaction with Students</u>	Coaches	Associate Dean for Assessment
F1 Course Detailed Communication	Students	Course Leaders/Coordinators
F2 & CL Follow-up Email to Students re: leave of absences	F2 and Career Launch Students	SET Academic Advisors

Curriculum Student Notification Flow



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:
 - Chief of Staff add institutional response to the agenda of student super group meetings, curriculum governance meetings, and staff meetings.
 - 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

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]
- **F1:** Recommend making small groups optional. Small groups, for students who choose to participate will be focused on the curriculum with an acknowledgment from the faculty leader of current events and a reminder that students can leave the group during the session if needed.
 - ADC determines if a separate facilitated discussion group is set up for student in distress. Executive Director, ACE communicates to staff.
- **F2/Career Launch:** Consider delaying didactic or other classroom work. Clerkship students continue clinical activities in service to their patients unless otherwise arranged with the clerkship director
- 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.
- 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

Appendix I: Additional Information –

Scenario	What	Contact
You know someone is having a police or medical emergency	UC PD 911	911/415-476-6911
You cannot get in contact with a person* of concern and you need a professional assessment (* student, resident, faculty, post doc, staff)	UCSF PD Hotline (Welfare Check)	415/476-HEAL (4325)
A student or resident needs urgent but not emergent psychiatric care	Student Health and Counseling 24-hour Crisis Line	415/476-1281, opt 2
Anyone needs urgent mental health support	(City of) SF Crisis Line or the Emergency Department	415/781-0500
Faculty, staff, GME trainee, post doc in need of emotional, psychiatric support (not Students)	FSAP	415/476-8279
Anyone who needs confidential advice regarding interpersonal conflict	Office of the Ombuds	415/502-9600

Other Resources

- **School of Medicine Education Dean on Call: (415) 476-1216, option 1.**
 - **Uncertain about an urgent or evolving situation and need help? Call the Medical Student Hot line.**
- **Campus Care Advocate**
 - CARE Advocate at [\(415\) 502-8802](tel:4155028802) or email: care@ucsf.edu.
- **Threat Management Committee**
 - An ad hoc committee activated by a campus senior leader or the police department to comprehensively evaluate any UCSF person who is at risk to the community or themselves
 - Membership includes mental health providers, legal professionals, UCSF police and relevant faculty/administrators

Other Resources Continued...

- **Student of Concern Committee**

- An ad hoc committee activated by a dean or program leader to marshal resources to assist a student with complex needs that are interfering with academic success
- Participants include academic leaders, housing professionals, financial aid professionals, social workers.

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

Campus Crisis Team (as of January 2020)

1. Assistant Vice Chancellor, Student Life*

Alece Alderson (415) 847-0053

2. Director, Student Mental Health*

Jeanne Stanford (805) 452-8337

3. Director, FSAP

Andrew Parker (415) 717-0921

4. Spiritual Care Services, Chaplains

Beth Godfrey, Manager (585) 201-6033

Susan Conrad, Director (510) 684-1599

5. Chief of Police

Mike Denson (415) 571-4110

This is the Campus Crisis Team (CCT). When incidents of national racial trauma occur, only #1 and #2 need to be notified.



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