

SFGH UNION UPDATE

August 1, 2021



Security Changes at ZSFG

Yet another powerfully charged issue. Here is where things sit as of last week:

- DPH sent its proposal for changes to the security protocols at the hospital in May of 2021. During a preliminary meeting, SEIU put forth several questions about the proposal. We are still waiting for several of those questions to be answered.
- SEIU has been assured that no changes will go into effect until after DPH and SEIU have come to an agreement on the new policy.
- SEIU has requested a meet and confer date with DPH to discuss this issue further.

New Security Plan Proposal

Proposal can be accessed here. https://sf.gov/sites/default/files/2021-04/Healthcare%20Security%20Staffing%20Plan%20Proposal%20-%20%20Health%20Commission%205-4-2021%20Final.cleaned.pdf?fbclid=IwAR3pN1iRaIZ5ZabpHwOV00zHHLOHMT7eUCqXCLU_HuXj9-mHcV5keg3nO9E

There have been many questions asked surrounding the new security plan proposed by DPH. As such, it deserves a special issue of its own to address the concerns raised and highlight some of the proposed changes.

This proposal, in its current iteration, is not new to DPH. This has been discussed for years prior to the BLM/Defund the Police movement. Simply put it's about cost savings at the cost of safety. For DPH, what better time than now to push this agenda?

HIGHLIGHTS

- 11.4 positions (14.5 FTE) SFSD deputies will be removed from ZSFG, to be replaced by 30.4 FTE BERT staff (behavioral emergency response team made of psych RNs, psych techs, cadets, and care experience workers)
- An information request was made by the Union, to date much of the information requested has not been provided by DPH
- Meeting with representatives from SFSD this week confirmed that 1 deputy will remain in the ED, 1 in PES, and one will patrol the campus
- More cadets will be utilized instead of sheriff deputies
- Per proposed timeline, goal was to begin implementation August 2021-March 2022 with new security plan to be put in place early next year once all staff are hired

QUESTIONS

- The proposed security changes do not address many things. These unanswered questions have been raised by the Union as part of our information request process. Currently, we do not have answers but are working towards them and will provide an update when possible.
- Examples of some of the questions asked:
 - There is no current workplace violence experienced by staff data on here, how will DPH address this issue?
 - Was there a needs assessment done?

- What is the traffic flow assessment of the campus?
- How effective is BERT? What data do we have to substantiate this?
- Staff have been terminated in the past for defending themselves against a patient or a family member. What assurances will we have from DPH that this will not happen in the future?
- What is the response plan? If deputies are responding to another incident, what's the plan?
- Response times with fewer deputies will only increase; what are the past vs future response times?
- Cadets and BERT staff are not trained regarding use of force, they have to call deputies to respond – so what's their job description going to be?
- What is the current SFSD FTE per shift, how many will be on campus during what hours? What is the coverage area?
- What is the lock down plan for violence, crime in progress, walk up GSW and crowd control?

FOLLOW-UP

- Any change to our working conditions requires a meet and confer between the Union and DPH/Management. A date has not been announced. Without this, DPH cannot move forward with their plan. We were assured of this by the Union. Assurance was also made by Basil Price that until BERT staff are hired, there will be no change to the current security situation at ZSFG. If you know of any actions taken by DPH that is contrary to this, please inform your Shop Stewards.

SURVEY FINDINGS

SFSD 'Cadet' Survey July 2021

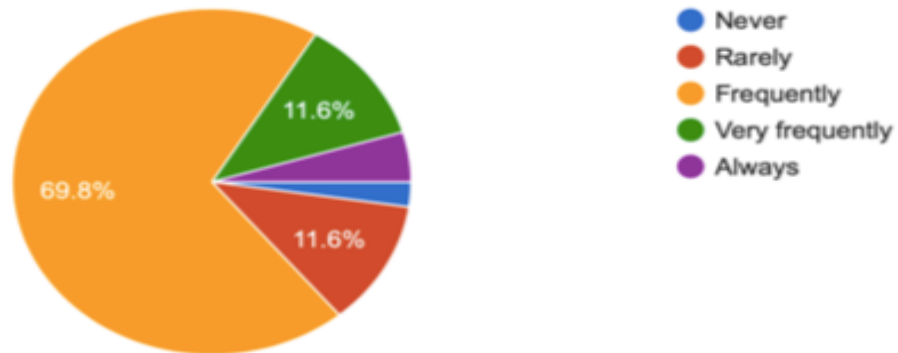
Of the 43 SFSD responses received so far from this survey

<https://forms.gle/2bA9rKLWvV5L4WhB9>:

- **100%** are not in agreement with this new security plan
- **79.1%** rates violence at SFGH 5/5 while **20.9%** rates violence at SFGH 4/5
- **69.8%** reports that they frequently fear for their safety while **11.6%** reports very frequently

How often have you been in fear for your safety?

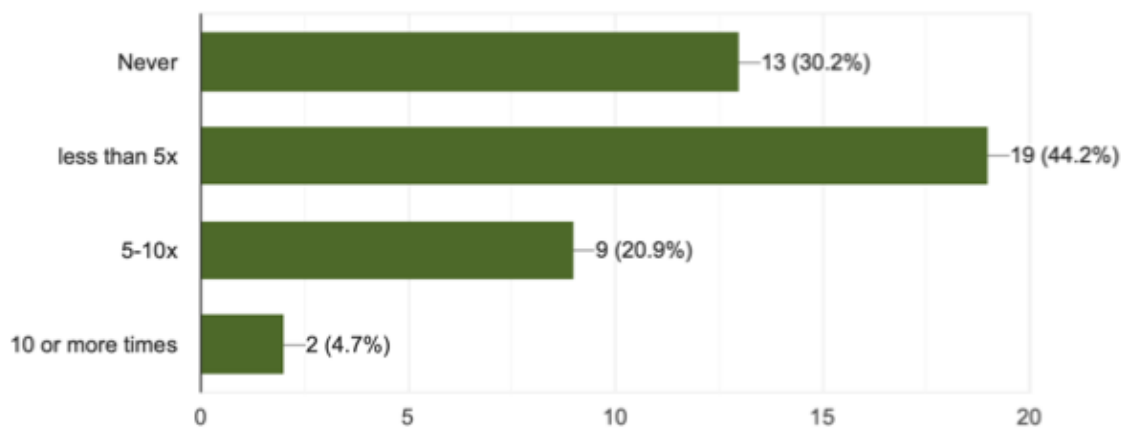
43 responses



- **100%** do not feel confident they can do their job with a significant decrease in deputized staff
- **100%** do not feel comfortable being identified as a member of law enforcement with a significant decrease of deputies on campus
- **97.7%** do not feel confident SFGH and/or the Sheriff's Office will provide adequate training to prevent, deescalate and mitigate violence on campus
- **57.9%** of the cadets surveyed will reconsider working at ZSFG if this new security plan becomes effective
- **41.9%** are aware that cadets will be utilized as part of the BERT team while **58.1%** are not
- **93%** of those surveyed do not want to be a part of BERT
- **100%** do not feel comfortable working as part of the BERT team wearing non-standard uniform/business attire without safety equipment
- **69.8%** report being assaulted at least once per year while working at SFDPH

How many times have you been assaulted per year, while working at SFDPH?

43 responses



Some comments by cadets:

"The Deputies are the backbone to our success of preventing aggressive behavior from escalating out of control. Cadets are not equip to handle overly aggressive behavior. As I've witnessed many workers experience, mental, verbal and physical assault by people/patients. As a Cadet I'm not getting involved in a physical altercation with unruly folks. Deputies are highly trained and do an amazing job to de-escalate the situations. SFGH is not an easy place to deal with on a daily basis."

"I feel safer knowing I have a deputy back up. My current training and responsibilities as a cadet is not sufficient to deal with safety issues that arise at sfgh."

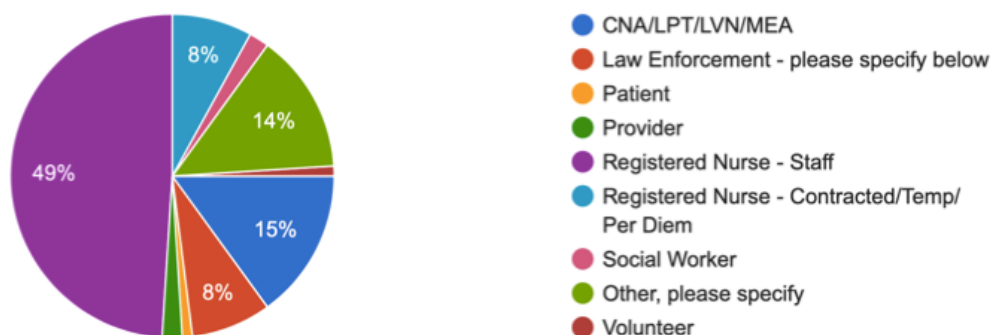
Safety & Security SFDPH Survey Spring 2021

100 responses received from staff surveyed

- 42% from ED, 18% PES, 14% Clinic, rest comprised of InPt Psych, L&D, MedSurg, LHH, Jail and BHC
- Positions/Roles Distribution:

My position/role:

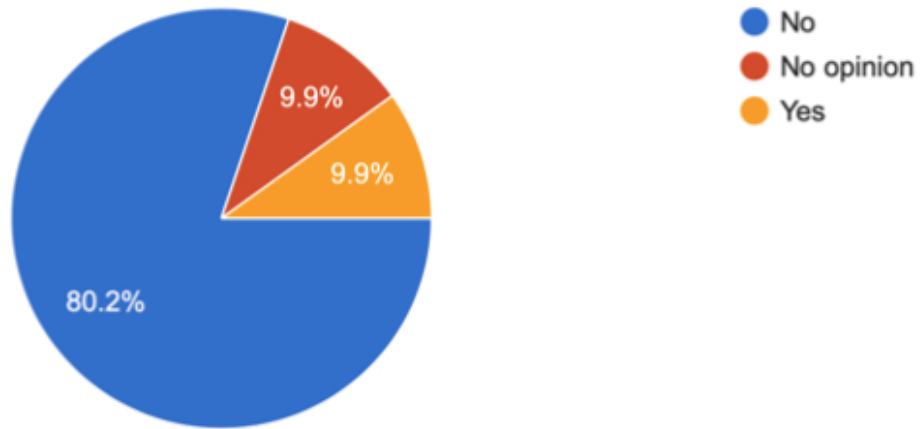
100 responses



- **65%** of staff states that they are not given the proper education/tools to appropriately prevent, de-escalate or mitigate the violence they face at work
- **79.4%** rate violence at ZSFG 5/5 while **14.4%** rate violence at ZSFG 4/5
- **84.8%** of those surveyed do not believe SFDPH administration places safety and security above all other budgetary concerns
- **75.8%** of those surveyed believes SFDPH administration do not show staff and/or volunteers appreciation or support
- **53%** believes the care at SFDPH has declined over the past couple of years while **6%** believes it has improved
- **88.1%** feel more protected and safer with SFSD deputies on campus
- **88.1%** do not agree with new security plan proposal
- **80.2%** reports not feeling safe at work

Do you feel safe at work?

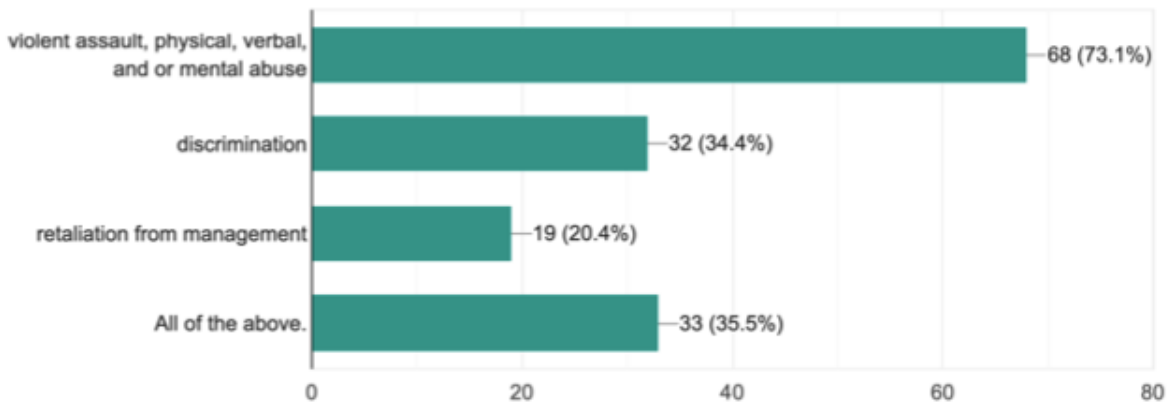
101 responses



- **73.1%** reports violent assault, physical, verbal or mental abuse, **34.4%** discrimination, **20.4%** retaliation, and **35.5%** all of the above

I have experienced _____.

93 responses



CALL TO ACTION

- Get involved! Join the Work Place Violence (WPV) Committee. Reach out to your Shop Stewards or Katie Aschero for more information on upcoming meetings. Meetings are on the 3rd Tuesdays of every month.
- Join the cause and subscribe to #DPHMustInvest at www.dphmustinvest.com

Sign the following petitions:

- KEEP Sheriffs at SFGH <https://www.change.org/p/stakeholders-at-san-francisco-general-hospital-petition-to-keep-sheriff-deputies-at-san-francisco-general-hospital>
- Advocate for patient and staff safety <https://www.change.org/p/sfgh-ed-advocate-for-patient-and-staff-safety>
- DPH must INVEST in safety https://www.change.org/p/san-francisco-mayor-sf-dph-must-invest-in-safety-security-divest-unsafe-contract-workers-no-accountability?recruiter=1213129620&recruited_by_id=1575c9a0-d6ce-11eb-b056-05f9baaab859&utm_source=share_petition&utm_medium=copylink&utm_campaign=petition_dashboard

YOUR FEEDBACK IS IMPERATIVE

It is vital that staff document incidents when they occur. We know the process for doing so is laborious. Please try to submit a simple UO and fill out the below form at a minimum. We are concerned SFDPH is making new plans based on significantly under-reported incidents. We need data to indicate what is really happening on the campus.

<https://form.jotform.com/211475713961054>

CPI training feedback needed

Admin is reporting that all staff are receiving CPI training as a major component of their violence reduction program. We have asked for the evaluations from staff on how the training is being received. It appears no such evaluations are occurring. If you have attended CPI training please provide your feedback here [CPI feedback](#) so we can determine if this training is a useful tool and if staff feel it will contribute to reductions in violence.

BERT staff feedback needed

Similarly, while the addition of BERT professionals could only help our facility, we need to know how this is improving security. How are interactions with the BERT team going? What types of calls are they able to respond to and does that feel like a safe alternative?