



## San Francisco Department of Public Health

Barbara A. Garcia, MPA  
Director of Health

City and County of San Francisco  
Mark Farrell  
Mayor

### **Media update on Ruby Andersen case Immediate Security Improvements Underway as Ongoing Investigation Continues**

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On Wednesday May 30, on the campus of Zuckerberg San Francisco General Hospital, a woman, who was later identified as Ruby Andersen, was found deceased in a stairwell at the power plant building by hospital facilities staff. We offer sincere condolences to the family and friends of Ms. Andersen.

Ms. Andersen was not a patient at Zuckerberg San Francisco General Hospital. Privacy laws prevent us from confirming the services she received on campus without the family's permission.

Here is an update on the case.

#### Medical Examiner's Report

The San Francisco Office of the Chief Medical Examiner has completed a forensic examination and preliminary findings do not yield evidence of other person involvement. The cause and manner of death is pending additional studies and the report is expected to be completed in the coming weeks.

#### Ongoing Investigation

The case is under active investigation by the San Francisco Department of Public Health and San Francisco Sheriff.

The California Department of Social Services, Community Care Licensing Division, which licenses the residential care facility for the elderly and the adult residential facility located at the Behavioral Health Center, began an investigation on Thursday May 31.

The California Department of Public Health, which licenses Zuckerberg San Francisco General Hospital, will conduct an investigation of the power plant building.

#### Security Response

Our top priority is the safety of all people on our campus, who receive services, work or visit there. We are committed to investigate this incident fully, to determine how it occurred, and to strengthen our security systems campus wide to prevent any such incidents in the future.

Immediate steps:

- Immediately following the incident on Wednesday May 30, our facilities and security teams started a campus-wide review of all stairwells in all buildings on campus.



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- On Thursday May 31, security at the power plant building was increased by extending the hours of badge-only access to 24 hours per day.
- On Friday June 1 our security vendor is conducting a visit to scope the installation of alarms and cameras in the power plant building.

### Next steps:

- The Department of Public Health will review its annual comprehensive security assessment of the 23-acre campus to identify any new priorities or additional risks brought to light by this incident.
- The Department of Public Health and Sheriff Department will undertake an updated comprehensive security assessment of all campus buildings and grounds, and develop recommendations for improvement. This will include mapping the campus for vulnerable areas, including both buildings and grounds.

### Program Description

The Behavioral Health Center at 887 Potrero Avenue is part of the San Francisco Health Network, the health care system operated by the San Francisco Department of Public Health. Zuckerberg San Francisco General Hospital is also part of the San Francisco Health Network.

There are several distinct programs at the **Behavioral Health Center**.

- **Residential Care Facility for the Elderly (RCFE)** – a board & care residence for adults 60 and over with diagnosed mental health issues. It is a non-medical facility that provides room, meals, housekeeping, medication support and personal care assistance with basic activities. The program also provides recreational facilities on site. This is a non-locked facility and residents can come and go. 59 beds.
- **Adult Residential Facility (ARF)** – a board & care residence for adults 18-59 with diagnosed mental health issues. It is a non-medical facility that provides room, meals, housekeeping, medication support and personal care assistance with basic activities. The program also provides recreational facilities on site. This is a non-locked facility and residents can come and go. 41 beds.
- **Mental Health Rehabilitation Center (MHRC)** – a locked sub-acute unit for patients who are conserved due to diagnosed mental illness. The MHRC provides treatment and care including mental health care, medical attention, nursing care and related services. 47 beds.
- **Hummingbird Place Behavioral Health Respite Center** – a psychiatric respite with navigation center threshold for admission for adults with behavioral health (mental health and/or substance use) issues that offers support and engagement programming. Hummingbird Place provides a day program for up to 20 participants as well as overnight stays for up to 15 people. Open 24 hours a day. 15 beds.