

AMBASSADORS: WHAT WE DO

Ambassadors promote safety and provide assistance to residents, visitors, and workers through the following services:

Ensure safe passage
to people via Safety
Escorts

Provide
directions and
assistance



Report criminal or
disruptive behavior
to the SFPD



Alert 311 and city
departments of safety
hazards or street
cleanliness/maintenance
issues

Educate and inform
residents about safe
practices and city
resources

Promote safety and
collaboration by role
modeling positive
interactions



NEED A SAFETY ESCORT? CALL 311



If you would like a safety escort in the
Mission area? Call 311 during
our operating hours:

Weekdays from 11:00 AM– 8:00 PM,
and request an

“ambassador safety escort”

And we’ll have an ambassador meet you
within 15 minutes!

You can also reach our field Team Lead at:

415-531-7357


For **Safety Escorts** and **Immediate Needs**

Connect With Us:

www.sfgov.org/OCEIA

 facebook.com/sfgov.OCEIA

 [@OCEIA_SF](https://twitter.com/OCEIA_SF)

 [@sf_immigrants](https://www.instagram.com/sf_immigrants)

Email: civic.engagement@sfgov.org

A Program of the Office of Civic Engagement & Immigrant Affairs,
City and County of San Francisco



**MISSION
NEIGHBORHOOD
SAFETY PROJECT**

Safe,
Informed and
Inclusive Communities

2015

ABOUT THE COMMUNITY AMBASSADORS PROGRAM

The Community Ambassadors Program (CAP) is a street-smart safety program designed to promote safety and bridge tensions in the community.

Developed and operated by the Office of Civic Engagement & Immigrant Affairs (OCEIA), Community Ambassadors provide a visible safety presence in the area.



OUR AMBASSADORS:

- Are trained in safety, crime prevention, cultural sensitivity and community outreach
- Are city residents and familiar with the Mid Market area
- Carry picture identification and bright yellow jackets for easy recognition
- Work closely with existing programs, law enforcement, MTA and community organizations
- **Work weekdays from 11:00 AM– 8:00 PM**

City and Community Partners

311 ▪ Alive & Free ▪ Community Benefit Districts (Central Market, Civic Center, North of Market/ Tenderloin) ▪ Department of Public Works ▪ Mayor's Office ▪ Office of Citizen Complaints (OCC) ▪ Office of D6 Supervisor Jane Kim ▪ Office of Economic & Workforce Development ▪ SF Clean City Coalition ▪ SF Police Department

ABOUT OCEIA



OCEIA promotes civic participation and inclusive policies that improve the lives of San Francisco's residents, particularly immigrants, newcomers, underserved and vulnerable communities.

OCEIA seeks to bridge cultural and linguistic barriers to ensure that San Francisco's diverse residents have equal access to city services, information, and opportunities to participate and contribute in meaningful ways to the success of the community and to the city.

OCEIA PROGRAM AREAS:

Language Access & Services ▪ Immigrant Assistance Programs ▪ Community Ambassadors Safety Program ▪ Community Outreach & Education ▪ DreamSF Fellowship

OCEIA currently operates the Community Ambassadors Program (CAP) in the Mid Market, Bayview, and Mission Neighborhoods.

Adrienne Pon, Executive Director

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415-581-2360 ▪ www.sfgov.org/oceia ▪
Email: civic.engagement@sfgov.org

THE MISSION NEIGHBORHOOD RESOURCE CENTER (MNRC)



MNRC provides the following services:

- Drop in Services
- CHANGES Shelter reservations and 311 Assistance
- Case Management
- Full time Medical Clinic
- Healthy SF and Medi-Cal Enrollment
- Community Programs and activities
- Housing Support Services at Casa Quezada

Mission Neighborhood Resource Center
165 Capp St., San Francisco, 94103
Tel: (415) 869-7977 x 1011
Email: veronicamajano@mnhc.org
www.mnhc.org