

WHAT DO AMBASSADORS DO?

Ambassadors promote safety and engage neighborhood residents, visitors, and workers through the following services:

Ensure safe passage
by providing safety
escorts

Provide directions
and general
assistance



Contact medical and
emergency services



Alert 311 and city
departments of safety
hazards, graffiti or
maintenance issues

Educate and inform
the public about city
services and
programs

Conduct wellness
checks of individuals in
need, and provide
linkages and referrals
to social services



NEED A SAFETY ESCORT? CALL 311



Would you like a safety escort in one of our work areas? Call 311 during weekday operating hours and request an *“ambassador safety escort”*. And we’ll have an ambassador meet you within 15 minutes!

NEED HELP FROM OUR AMBASSADORS?

For immediate needs and assistance, contact the Team Leads of each neighborhood directly:

BAYVIEW:
415-531-8951

CHINATOWN:
415-652-7822

MID-MARKET/TENDERLOIN:
415-531-7357

MISSION:
415-531-7201

VISITACION VALLEY/PORTOLA:
415-531-9087

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

COMMUNITY AMBASSADORS PROGRAM



**Safe,
Informed and
Inclusive Communities**

ABOUT THE COMMUNITY AMBASSADORS PROGRAM

The Community Ambassadors Program (CAP) is a community safety and neighborhood engagement job training program.

Developed and operated by the Office of Civic Engagement & Immigrant Affairs, CAP hires and trains neighborhood residents to provide a visible, street-smart safety presence in targeted neighborhoods. These ambassadors act as a helpful presence on the streets, provide information and referrals, offer general assistance, and report hazards and emergencies to city agencies.

The program was initiated in the southeast neighborhoods of Bayview and Visitacion Valley by community leaders and advocates concerned about safety. The program has since expanded, with ambassador teams currently operating in five neighborhoods of San Francisco:

- **Bayview**
- **Chinatown**
- **Mid-Market/Tenderloin**
- **Mission**
- **Visitacion Valley/Portola**



OUR AMBASSADORS:

- Are city residents and familiar with the neighborhoods in which they work
- Understand the diverse cultures and languages of their assigned neighborhoods
- Are trained in safety, crime prevention, cultural sensitivity and community outreach
- Carry picture identification and wear bright yellow jackets for easy recognition
- Work closely with existing programs, law enforcement, 311, MTA, community organizations and service providers

City and Community Partners

311 ▪ Alive & Free ▪ Board of Supervisors ▪ Department of Public Works ▪ Mayor's Office ▪ Mission Neighborhood Resource Center ▪ SFMTA ▪ Office of Economic & Workforce Development ▪ Recreation & Parks ▪ SF Police Department

ABOUT OCEIA



The Office of Civic Engagement & Immigrant Affairs (OCEIA) is a policy, compliance, direct services and grantmaking office. OCEIA's mission is to promote inclusive policies and foster immigrant assistance programs that lead to full civic, economic and linguistic integration.

OCEIA seeks a safe, engaged and inclusive San Francisco where everyone can contribute and thrive.

OCEIA PROGRAM AREAS:


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

CONNECT WITH US TO LEARN MORE:

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

50 Van Ness Avenue ▪ San Francisco, CA 94102
415-581-2360 ▪ www.sfgov.org/oceia